



January 23, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
GATEWAY DISTRICT
1720 MARKET STREET - ROOM 3027
ST. LOUIS, MO 63155-9900

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Northwest Plaza, MO 63074-9998

The final determination to discontinue the subject classified branch 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 Kim Matalik at (202) 268-5083.

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, Great Lakes Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE NORTHWEST PLAZA, MO CLASSIFIED BRANCH
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 63074

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Northwest Plaza, MO Classified Branch and provide city delivery service administered by the St. Ann, MO Post Office, located 1.1 miles away. Customers also have the option of receiving post office box delivery at the St. Ann Post Office.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available. A workload analysis conducted indicated that revenue has declined approximately 20 per cent from last year. Also the St. Ann Post Office is located 1.1 miles away and offers extended window service hours.

The Northwest Plaza Classified Branch, provides service 32.5 hours a week from 9 a.m. to 1 p.m. and 2 to 4:30 p.m., Monday through Friday, and closed on Saturday to 78 post office box customers. Retail services include 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. Office receipts for the last two years were: \$203,000.00 in 2004; and \$154,957.00 in 2005. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery service emanating from the St. Ann Post Office, an EAS-20 level office, located 1.1 miles away. Window service hours at St. Ann are from 8:30 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 3 p.m. on Saturday. There are approximately 200 post office boxes available and vending machines for customer convenience.

On March 9, 2005, questionnaires were distributed to delivery customers of the Northwest Plaza Classified Branch. Forty-nine questionnaires were returned. Three responses were favorable, forty-five unfavorable, and one expressed no opinion regarding the proposed alternate service.

Congressional inquiries were received on March 21, March 31 and May 6, 2005.

On October 27, 2005, representatives from the Postal Service were available at the St. Ann Community Center to answer questions and provide information to customers. Fifteen customers attended the meeting.

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

1. **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.

2. **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 mailboxes in front of customers residence. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the St. Ann Postmaster for more information.

3. **Concern:** Customers wanted to know why the customer lines were so long at the St. Ann Post Office.

Response: The St. Ann Post Office has a heavier retail window workload. This concern has been brought to the attention of the St. Ann Postmaster so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

4. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Northwest Plaza.

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

5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the St. Ann Post Office to pick up their mail.

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

6. **Concern:** Customers asked why the Postal Service just doesn't find another space at the Mall.

Response: The Postal Service and representatives from the Westfield Mall met on several occasions to negotiate a new contract. A new space could not be obtained under terms that were beneficial to both parties.

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

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

8. **Concern:** A customer expressed concern about mailing trays of approximately 12,000 letters per week.

Response: The postmaster at the St. Ann Post Office will work with this customer to make sure the mailings are dispatched in a timely manner.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.

2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address.

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

Northwest Plaza is located in the incorporated city of St. Ann. The area is administered politically by a Mayor and City Council form of government. Police and fire protection is provided by the city.

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

III. EFFECT ON EMPLOYEES

The clerk will be reassigned to the St. Ann Post Office.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$85,700.00 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	\$40,000.00
Fringe Benefits @33.5%	13,200.00
Rental Costs, Excluding Utilities	<u>+42,500.00</u>
Total Annual Costs	\$95,700.00
Less Cost of Replacement Service	-\$10,000.00
Total Annual Savings	\$85,700.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Northwest Plaza Classified Branch and provide city delivery service administered by the St. Ann Post Office, located 1.1 miles away.

The career clerk will be reassigned to the St. Ann Post Office. No other employee will be adversely affected. Post office workload and revenue have declined. The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available.

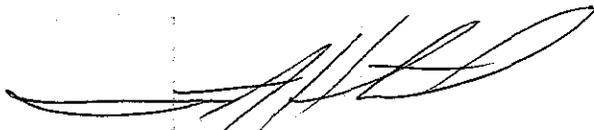
The Northwest Plaza provides 32.5 hours of window service per week to 78 customers. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. The Postal Service will save an estimated \$85,700.00 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 Northwest Plaza Classified Branch and advise them of the hours of operation and services available at the St. Ann Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

1/23/06
Date

INDEX

1. LETTER TO PUBLIC
2. NOTICE OF TAKING COMMENTS
3. CUSTOMER CONCERNS
4. RESPONSE TO CONCERNS
5. LETTER FROM CONGRESSMAN MICHAEL CORCORAN
6. RESPONSE TO CONGRESSMAN CORCORAN
7. LETTER FROM WESTFIELD CORP.
8. LETTER FROM SENATOR JOAN BRAY
9. MEMO TO RECORD-KERVIN
10. INTER OFFICE MEMO
11. INTER OFFICE MEMO
12. INTER OFFICE MEMO
13. LETTER TO SENATOR JAMES TALENT
14. RESPONSE TO SENATOR TALENT
15. LETTER OF INTENT
16. PICTURES OF FACILITY
17. LETTER TO POSTMASTER MARLEY
18. MEMO TO RECORD
19. INTER OFFICE MEMO
20. LETTER TO CUSTOMERS/COMMUNITY MEETING
21. LETTER TO SENATOR JOAN BRAY

DOCKET NO _____
ITEM NO _____
PAGE _____

Manager, Post Office Operations
Gateway District



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

Listed below are alternate full service offices available for all your mailing needs and their distance from Northwest Plaza:

- St. Ann Main Post Office – 1.1 miles
- Bridgeton Post Office – 2.5 miles
- Air Mail Facility – 3.5 miles
- Overland – 3.9 miles

If you are a Post Office Box customer, the St. Ann Main office has sufficient boxes available and your present service can be transferred to that facility. Additionally, if your business is located in Northwest Plaza, delivery is available on a city route out of the main office.

Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

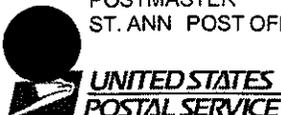
Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

A-1
pg 2

DOCKET NO _____
ITEM NO _____ 2/1
PAGE _____

POSTMASTER
ST. ANN POST OFFICE



ATTENTION CUSTOMERS

The deadline for submitting
your response to the proposed
closing of this retail unit has
been extended through

FRIDAY, MARCH 25TH

THANK YOU for your
cooperation.

DOCKET NO _____
ITEM NO 3
PAGE 1



*also licensed in Illinois

March 14, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

IN RE: Possible closing of the Northwest Plaza Branch

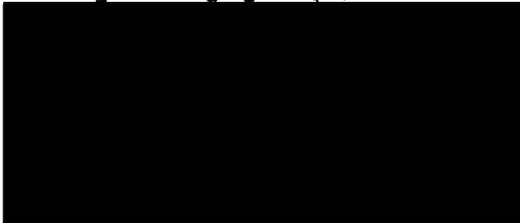
Dear Mr. Kervin:

We just received a letter advising us of the possible closing of the Northwest Plaza post office. Our office has been at this location since 1967 and it would be extremely inconvenient for us to have to go 1 - 3 miles away for all of our postal needs. Especially for all of our certified and overnight mailing.

During the times the lawyers are in court, taking depositions, filing matters in Clayton or St. Charles, doing research, are in conference, it would be very difficult for our secretary to close the office in order to drive to St. Ann and take care of whatever postal needs would arise. Not to mention the phone calls could not be answered in her absence when the lawyers are in conference.

The closing of this branch would definitely cause a hardship for our office. We hope you will reconsider and keep this branch open.

Very truly yours,



March 14, 2005



Michael Kervin
Manager, Post Office Operations
112 S. Fifth Street
St. Charles, MO 63301-9201

Dear Michael:

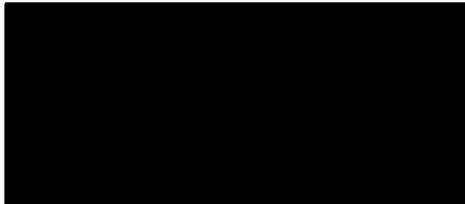
I hope you will reconsider closing the NW Plaza Branch of the St. Ann Post Office. I work in the office tower and it is extremely convenient when I need to do my office mailings to have the post office in the building. I recently gave up my postage meter and just use stamps.

Time is money and if I have to run to the Post Office daily, I will have to start using Fed Ex or UPS more often.

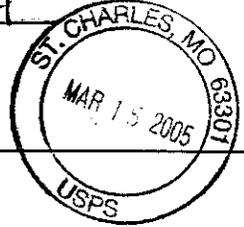
I know the office tower has lost quite a few companies, but they seem to be making a concerted effort to fill the building, which in turn will bring more business to the post office downstairs.

I do appreciate you polling the people that it will effect before closing the facility.

Sincerely,



Manager, Post Office Operations
Gateway District



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

Listed below are alternate full service offices available for all your mailing needs and their distance from Northwest Plaza:

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

March 14, 2005

To: Michael Kevin

Thank you for sharing the info about possible closing of Northwest Plaza Branch Post Office. Of immediate concern is that I have over 50 correspondants that must be redirected if this office is closed. A few are weekly, some are annual and the rest are monthly. I presume I would have the customary 6 months forwarding privilege so that I can make the necessary arrangements. Or, will you propose a different process? Please advise.

Sincerely



DOCKET NO
ITEM NO
PAGE

3/6

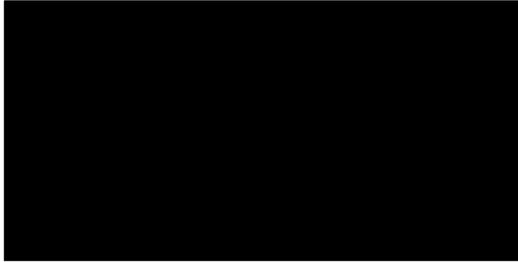


March 14, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St Charles, MO 63301

FYI - This office is sending approximately 12,000 envelope per week to this office. It is to our convenience to carry them from 10th floor to 1st floor.

Thanks for your help





March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

A handwritten signature in black ink, appearing to read "Michael Kervin".

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074



March 14, 2005

Michael Kervin
Manager, Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

RE: Northwest Plaza Branch Office

Dear Mr. Kervin:

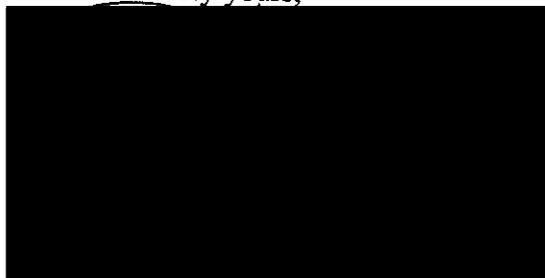
Please be advised that I am in receipt of your correspondence stating that the above mentioned office is being consider for closing.

I truly believe that you should rethink you actions regarding the closing of the Northwest Plaza Branch office. My company is located in suite 710 of the Northwest Plaza Office Tower. The staff in this office makes several trips a day to the Post Office located in this building. Without the NW Plaza Branch office, we would not be able to have parcel weighed that is too large for the scale that we use in our office. We would also not be able to have our certified letters stamped without having to leave the building to do so.

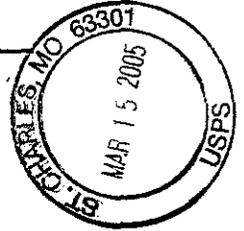
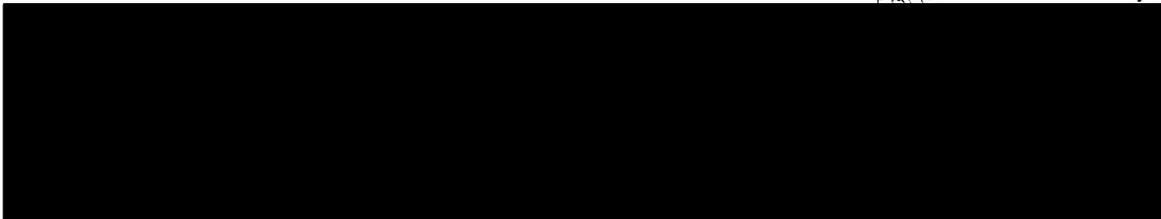
Not only do I use this office for business use, I also use it for personal use for things such as, mailing stamp, overnight mail and the purchase of boxes for bulk or large mailing.

So please, reconsider and don't close the Northwest Plaza Branch Office.

Sincerely yours,



3/9



March 14, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

Re: Closing of the Northwest Plaza Branch of the United States Post Office

Dear Mr. Kervin:

As an attorney in the building which houses the Northwest Plaza Branch of the United States Postal Service, I am opposed to the closing of this office. Each and every day, I use the branch for mailings, certified mailings or overnight mailings. On a personal basis, I ship all packages from that branch and purchase all of my stamps there.

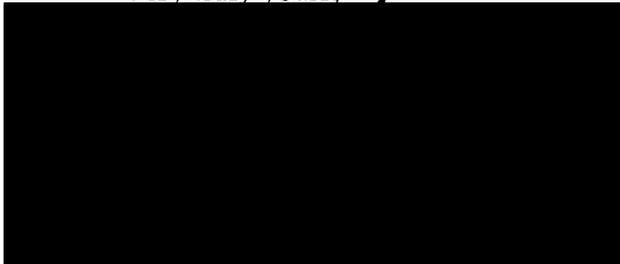
The closing of the office will place a tremendous inconvenience on both myself and the staff of this office. It takes approximately 15 minutes each way to reach the St. Ann Main Post Office on International Drive in St. Ann. St. Charles Rock Road is a congested street with multiple signals to go through to reach the Main Post Office. All other post office are at least 20-25 minutes each way from my office.

If the decision to close the Northwest Plaza Office is made, then I will do as little business as I can with the United States Post Office. I will try to do all of my mailings over the Internet or through an alternative provider such as United Parcel Service or Fed Ex. These private companies are tuned into my needs and will stop in my office for the mail.

If all of the people affected by the closing, do not use the United States Post Office in the future, I am sure that it will affect the federal funding for the post office.

A copy of this letter is being sent to Senators Bond and Talent as well as representative William Lacy Clay.

Very truly yours, /





March 14, 2005

Mr. Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

Re: Possible closing of the Northwest Plaza Branch

Dear Mr. Kervin:

I would like to express my concerns regarding the possible closing of the Northwest Plaza Branch post office.

Our entire office uses this post office on a daily basis for both personal and business matters. We purchase everything from supplies to overnight express mail. We send our clients to the post office for money orders as well.

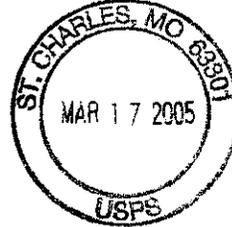
If this office were to close, we would have to resort to UPS or some one comparable who would come to our office because it is not convenient to travel on the very congested St. Charles Rock Road during business hours.

Please reconsider the closing of our post office.

Sincerely,



15-Mar-05



Michael Kervin
Manger Post Office Operations
112 South Fifth St
St Charles, MO 63301-9201

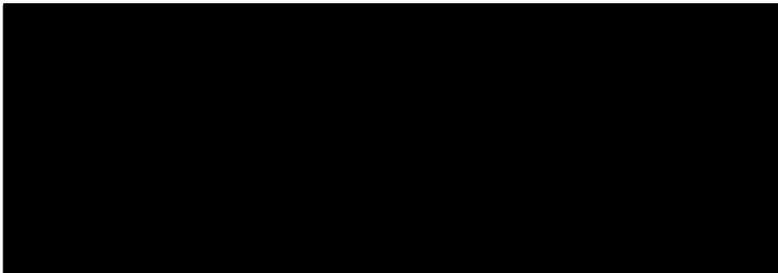
Mr. Kervin,

I appreciate the opportunity to respond to your letter.

We are tenants in the office tower at Northwest Plaza. While we do not use the post office in the tower daily we use it very frequently on a nearly daily basis. It would in fact be a major inconvenience for us to have to drive to the alternate post offices. Especially considering the extraordinary cost of gas recently it would be an economic burden also.

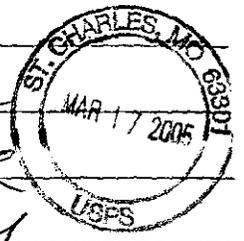
We urge you to reconsider in a very strong voice your plan to close this post office. I am sure there are many others who share our opinion.

Sincerely



my concern of the possible closing

yes I wouldnt want that to happen
it is very convient for me to get
my mail and postage stamp and
me being disable I dont have a
car and other locations would be
for for me to walk to please stay
open your service is very needed
around here and the services will
pick up for you all.



thanks

3-16-05

BUCKET NO

ITEM NO

PAGE

3/13

Sir:

In response to this notice, I would like to offer the following comments.

1. In addition to being used by people who live in the immediate area because of access and parking, this office is also used by people who transit the plaza on a daily basis on their way to & from work.



2. Because there is a Metro Bus station so close, many people who shop at the plaza also use this office to mail & buy stamps because it is easy to get to.

3. I use it because I use the plaza frequently, and because it is difficult to park and to exit the Budget office.

Best Regards



3/14

[REDACTED]

15 March 2005

Mr. Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201



Re: Possible closing of the Northwest Plaza Branch

Dear Mr. Kervin,

Pertaining to your letter of March 9th, I would like to respond to your request for concerns and impact. Our office provides support engineering to the US Government at the Redstone Arsenal at Huntsville, AL. The closing of this branch office would impact our office significantly because we depend on the near location of this branch to mail company documents between our office, the headquarters office in Huntsville, AL and the Division Office in Mt. Laurel, NJ. Sometime ago, we decided to change our full time office secretary position to a part time position and one year ago we removed the part time position because the business could be run efficiently by electronic mail and mainly, through the existing Northwest Branch post office.

If the branch post office is removed, we would have no other alternative then to use FED EX exclusively, which we rarely use at the present. The cost of an engineering man - hour makes trips to the full service post offices impractical and cost prohibitive and would then make a FED EX type of service attractive.

Thankyou for your consideration.

Thanks,

[REDACTED]

Manager, Post Office Operations
Gateway District

DOCKET NO _____
ITEM NO _____
PAGE 3/15



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

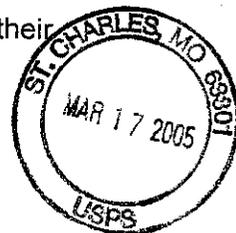
Re: Possible closing of the Northwest Plaza Branch

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- Overland – 3.9 miles



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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

*Please don't close the Northwest plaza
Branch of the post office. I am 81 years old
I am still walking every day, when I need
stamps or other postal services its here so handy
No other places is convenient for me
gasoline prices is so high we depend living
on social security can't afford to drive to the
other places
Please leave this one open*



March 16, 2005

Michael Kevin
Manager Post Office Operations



Dear Michael Kevin

RE: Possible closing of the Northwest Plaza Branch.

I am a Post Office Box customer. My P.O. Box number is [REDACTED]

It will be ok if you transfere our P.O. Box service to St. Ann Main Post Office.

Thanks.

[REDACTED]

[REDACTED]

Dear Mr. Denver
I ran a business and
get all my stamps from the
north west Post office in
north west Plaza St. Ann mo.
Branch. 200^{stamps} a month and maybe
more. I can't go to Maryland
Hq's with my trucks when I need
stamps. or Bridgeton mo. 63044
North West Plaza has a nice parking
lot.
Thank you.



Please don't close

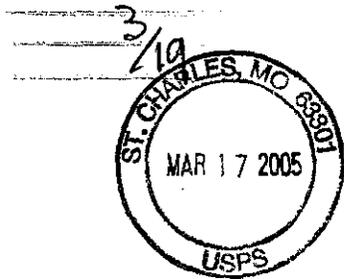
DOCKET NO
the 3/18

North West Playa Post Office.
I get all my stamps there.

Monterey Hgts no post office is
too busy and so is Bigdotor.

I'm a serious citizen and don't drive
for.





Michael Kervin
Manager of Post Office Operation
112 South Fifth St.
St. Charles MO 63301-9201

Reference: Possible closing of Northwest Plaza Branch

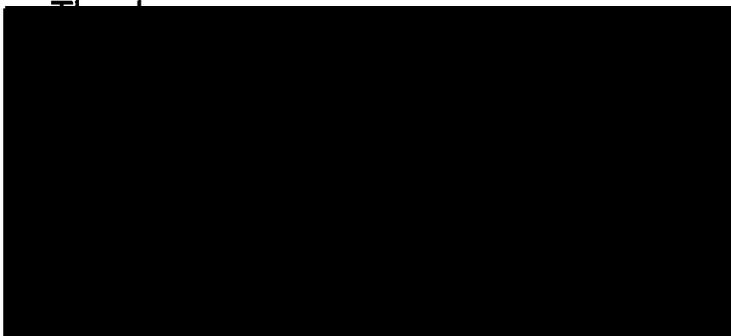
Dear Michael,

As an employee of an office located in the Westfield Tower, we have come to be dependent on the post office located in Northwest Plaza. We have gotten used to the fast and courteous service we receive.

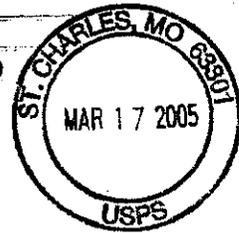
We certainly don't want to see the office close. Years past, there was talk about relocating to a different location in the Mall; this could be a viable alternative to closing. It would give you more exposure to the shoppers who probably don't even know the post office is located behind the elevators.

Northwest Plaza seems to have a number of vacant stores and would probably negotiate a reasonable lease to keep this attraction in the mall.

We hope you will reconsider your intentions to close the post office and research the possibility of moving to a better location in the mall.



3/20



Dear Michael Kervin;

I have Post Office box [redacted] at Northwest Plaza.

Closing N.W. Plaza would be a minor inconvenience for me. During the school year I pick up my mail on Saturdays since I can not get there during office hours. I figure it will cost me about \$3.00 a week in lost time and travel.

at one time I had hoped to have a business selling math material I had invented and the P.O. address of [redacted] would have had some value, but the business has been dead for ten years.

I will probably transfer my box to the St. Ann Post Office, but before I make a decision I will want to find out the address of the Bridgeton Post Office. since it may be closer for us. Yours,

[redacted]
[redacted]
[redacted]

We are residents of the Area
rent a P.O. Box at the Northwest
Branch P.O. It is convenient
for us & we purchase our
stamps & money orders there.
And our mail is safe until
we pick it up - as we
are retired & are away a lot.

Sincerely -



DOCKET NO
ITEM NO 3/22
DATE

Manager, Post Office Operations
Gateway District



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

Listed below are alternate full service offices available for all your mailing needs and their distance from Northwest Plaza:

- St. Ann Main Post Office – 1.1 miles
- Bridgeton Post Office – 2.5 miles
- Air Mail Facility – 3.5 miles
- Overland – 3.9 miles

If you are a Post Office Box customer, the St. Ann Main office has sufficient boxes available and your present service can be transferred to that facility. Additionally, if your business is located in Northwest Plaza, delivery is available on a city route out of the main office.

Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

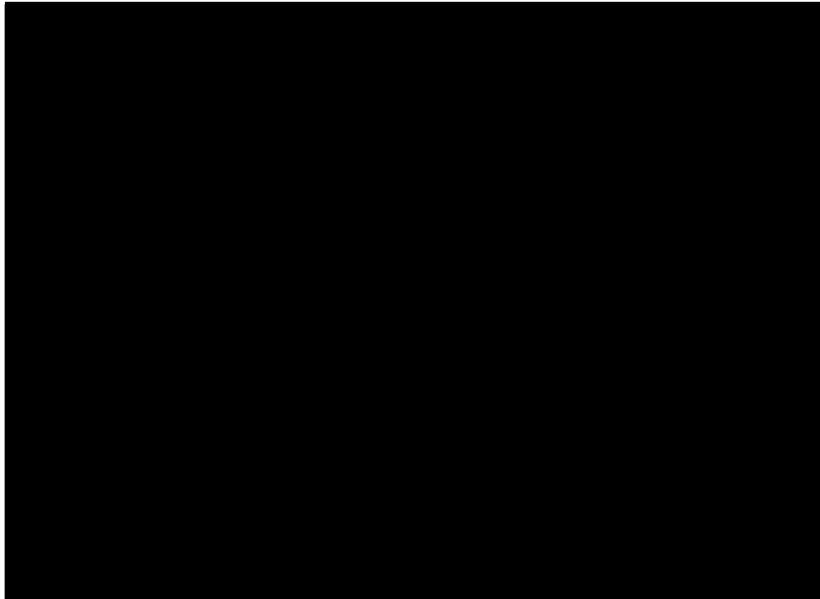
A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

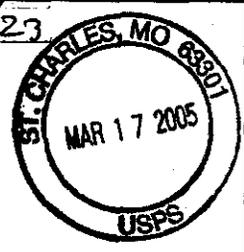
112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



3/15/05

PAGE

23



To: Postmaster or General Manager,

I am an concerned customer of the Northwest Plaza branch. I think it would be a terrible idea to close this branch. I also rent a p.o. box in this branch which would be really inconvenient if I switch to another branch.

Hopefully this decision is well thought out. Because if this branch closes I might not reopen another box in a different branch.

Thanks for your time.



March 15, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

Re: Possible closing of the Northwest Plaza Branch

Dear Mr. Kervin:

I am writing this letter to request that you not close the Northwest Plaza Branch of the St. Ann Post Office. The Northwest Plaza Branch location is invaluable to our office, as I am sure it is to all of the other tenants within our office building. It is also convenient for use by the retailers located in the Plaza, as well as their customers.

Given the nature of our business, we frequently need to send items overnight or via Certified Mail. Having the Northwest Plaza Branch located within our building provides quick, prompt service and ensures that our mail will be processed quickly and timely. Additionally, our office runs more efficiently and smoothly, as we are able to avoid unnecessary delays incurred by our staff being required to leave the building to go to another location for our special mail needs.

I encourage you to keep the Northwest Plaza Branch of the St. Ann Post Office open.

Sincerely,



March 15, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201



Mr. Kervin:

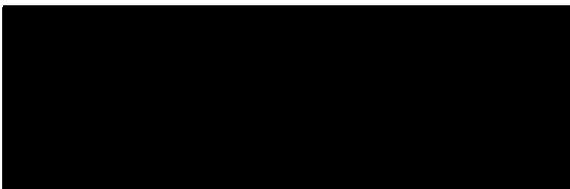
This letter is in response to the one sent by USPS discussing the closing of the St. Ann Post office located in Northwest Plaza.

There are numerous businesses that utilize this facility on a regular basis (I visit almost daily) and I personally have seen quite a bit of pedestrian traffic frequenting this office.

While I appreciate the alternative offices listed in your letter dated March 9, I would like to mention that traveling on the Rock Road is time consuming at best. One of the assets our company considered when we relocated to this facility was the availability of the Post Office downstairs.

Thank you for this opportunity to provide you feedback.

Sincerely,



Manager, Post Office Operations
Gateway District

DOCUMENT NO

3/26



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

I am a store manager @

POCKET NO
FEB NO
3/21

N. W. Plaza mall and the
convenience of its location
makes it a lot faster and
easier to mail important
papers back to Human
Resources.



I would hate to see
the post office leave.



BOOKING
PAGE

3/28



March 15, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

Dear Mr. Kervin:

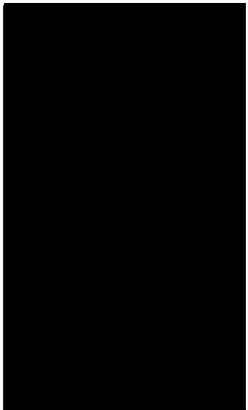
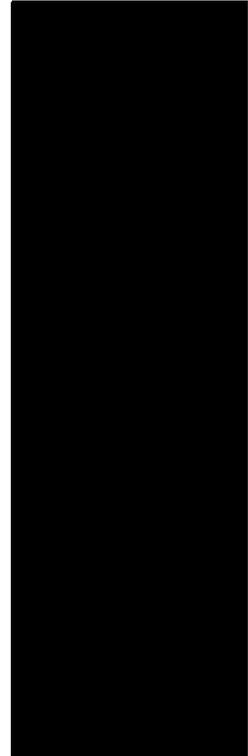
We have received your letter of March 9 requesting comments on the possible closing of the Northwest Plaza Branch of the St. Ann post office.

Airport Terminal Services has been a tenant in the Northwest Plaza Office Tower building for almost seven years. There were many deciding factors when we chose this site, and one of them was easy access to the post office. We no longer had to have one of our employees leave the office early to drop off the mail at either the airport facility or the St. Ann main post office. We can now post our mail and drop it off directly at the post office, have packages weighed when necessary and purchase postage and stamps for business and personal use as needed with no inconvenience.

In addition, Westfield is working diligently to bring in new tenants, and they are remodeling the front entrance of the office tower this summer which will attract more pedestrian traffic. It would be a huge disservice, not only to our company but to other companies located within the office tower and the mall as well, if the Northwest Plaza branch were to close.

We strongly urge you to keep this branch open for the businesses located in this area.

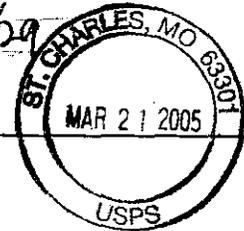
Sincerely,



Manager, Post Office Operations
Gateway District

DOCKET NO _____
ITEM NO _____
PAGE _____

3/29



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

Please do not close the NW plaza P.O. for all the senior citizens who go there to walk each morn. With gas becoming so expensive it is so convenient to go to the P.O while we are at the mall.

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



Manager, Post Office Operations
Gateway District



POSTAGE PAID
3/30



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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112 South Fifth Street
St. Charles MO 63301-9201

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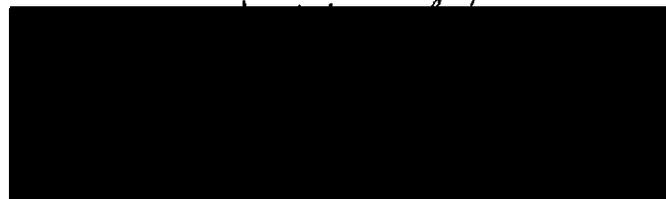
Thank you,

Michael Kervin
Manager Post Office Operations

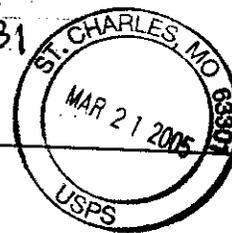
cc: file
Postmaster, St. Ann 63074

*I Hope you will
decide to leave this
Post office open for the
Senior Citizens. Thank you
for your consideration*

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



Manager, Post Office Operations
Gateway District



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

*We use the lobby Post office,
and I hope it stays open.*

Thank You.

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



DOCKET NO _____
INITIALS _____
PAGE 3/32



MAR. 17, '05

MICHAEL KEVIN,

IN RESPONSE TO YOUR CONSIDERING
CLOSING THE NORTHWEST PLAZA BRANCH OF THE POST OFFICE -

IT IS VERY CONVENIENT HAVING THIS BRANCH - THERE IS
NEVER A PARKING PROBLEM AS IS THE CASE AT THE MAIN
ST. ANN. OFFICE.

HAVING A BUSINESS - OR NOT - CHANGING YOUR
ADDRESS - ON CHECK, STATIONERY - OTHER PAPERS SUCH
AS DR.'S PRESCRIPTION SLIPS AND OTHER - BUSINESS
CARDS ETC. - WILL BE DISRUPTIVE, COSTLY AND INCONVENIENT

THE PEOPLE WHO WORK THERE (RAY AND THE
LADIES) PROVIDE A FAMILY ATMOSPHERE - KNOWING
YOU AND YOUR BUSINESS LETTING YOU KNOW WHAT
IS NEW AND LOOKING OUT FOR YOUR BUSINESS AND
PERSONAL MAIL. THE LINES ARE NEVER LONG
AS THEY KEEP THEM GOING AND DOESN'T TAKE
YOU AWAY FROM YOUR BUSINESS FOR VERY LONG.
I'M SURE THEY'D GET TO BE IN OTHER BRANCHES
BUT IT'S VERY NICE HAVING THE QUICK, PERSONAL
SERVICE.

WE HOPE YOU WILL CONTINUE TO KEEP THIS OPEN

Thank you.



Manager, Post Office Operations
Gateway District

DOCKET NO _____
TITLE NO _____
PAGE _____



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

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Thank you,

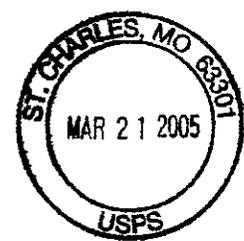
Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

ROCKET NO
FEEL NO
PAGE

3/34

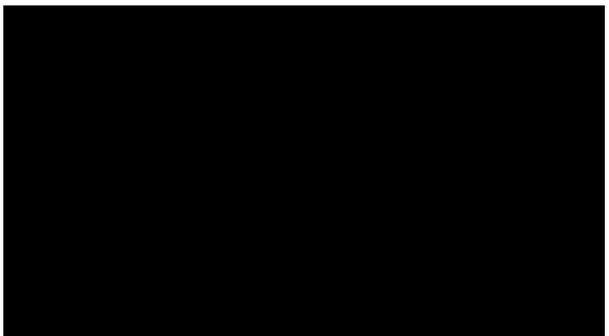


March 20, 2005

To Whom it may concern,

We are responding to your request for an opinion on the closing of the Northwest Plaza Post Office. We are very dependent on this location, it is the center of all our activity, both business and personal. The P.O. Box is accessible and uncrowded, and the services we have received have always been top notch. If it is at all possible, please keep our Post Office open.

Thanks Again !



Manager, Post Office Operations
Gateway District

DATE TIME NO
3/35



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

We greatly depend on the service of having an on-site branch. This would be a big mistake.

both business and personal

I think

DATE/TIME NO. _____
ST. CHARLES, MO _____
3/31/05



March 21, 2005

Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

RE: Possible Closing of the Northwest Plaza Branch- Our Post Office Box # 1193

Dear Mr. Kervin:

With reference to the above subject matter, we would like to assist you in your decision regarding the Northwest Plaza Branch. We have retained a post office box at this location for many years, and this post office box is where we receive payments from our customers. It would be most challenging to notify all of our customers of a new box number, and as a small business concern, we cant afford the costs of any potential mistakes in where our payments are sent.

We are not opposed to the relocation of our P.O. Box to the St. Ann Main Post Office; however, if we can keep the same P.O. Box number, the potential of sending our payments to the wrong place would be eliminated.

Please relay your thoughts and ideas as developments occur. We look forward in assisting you in any way possible.

Sincerely,

[Redacted signature and address block]

AEC/ac

[Redacted footer block]

SECRET (b) 3/37



MR. KERVIN:

I HOPE THIS LETTER DOES MAKE A DIFFERENCE, BUT KNOWING THE FEDERAL GOVERNMENT IT WILL NOT. BUT HERE IT GOES ANYWAY.

I SEE NO REASON TO CLOSE THE NORTHWEST PLAZA POST OFFICE. IT IS EASILY ACCESSIBLE TO GET TO FOR BUSINESSES LOCATED THERE AND PEOPLE WHO SHOP AT THE PLAZA. IT IS PRACTICAL TO HAVE

PERSONALLY, I HAVE HAD A P. O. BOX THERE FOR **OVER 20+ YEARS**. **P. O. BOX 1512** HAS BEEN MY **BUSINESS AND PERSONAL ADDRESS** FOR A VERY LONG, LONG TIME. I DO NOT WANT TO CHANGE MY P.O. BOX NUMBER. IT IS DEFINITELY A CONVENIENT OFFICE FOR ME. TAKE THAT IN CONSIDERATION, THE TIME I HAVE BEEN A CUSTOMER AT THAT POST OFFICE WHEN YOU OR WHOEVER DECIDE TO CLOSE IT.

THE ONLY PROBLEM I HAVE EVER HAD AT THAT LOCATION IS THE POSTAL CLERK NAME RAY WESTHOUSE. THERE HAS BEEN NUMEROUS WRITTEN AND VERBAL COMPLAINTS MADE ON THIS IDIOT, AND YET HE IS STILL ALLOWED TO WORK THERE. WHY? AND WHEN HE WAS CALLED IN ABOUT THE COMPLAINTS, WHY WASN'T THE PEOPLE WHO COMPLAINED INVITED TO ATTEND ALSO? IT SEEMS TO ME, YOU DO NOT CARE ABOUT THE PLAZA POST OFFICE. IS THIS ONE OF THE REASONS THE NORTHWEST P.O. IS CLOSING? I HOPE NOT, IT'S WILL BE AN INCONVENIENT FOR EVERYONE. IT'S EASIER TO REPLACE HIM WITH ANOTHER POSTAL CLERK WHO IS NOT SO RUDE.

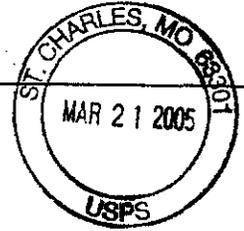
IF IT'S FINANCIAL, I STILL CANNOT SEE IT, BECAUSE WHEN I GO TO THE P.O., THERE ARE CUSTOMERS ALWAYS IN THERE. WHATEVER YOUR SO CALLED REASONS ARE FOR CLOSING THIS OFFICE, IT'S A SHAME. I HAVE BEEN A CUSTOMER THERE REGARDLESS, AS LONG AS IF NOT LONGER THAN SOME OF YOUR PERSONNEL WORKING FOR THE P.O.

SINCERELY

[Redacted signature block]

Manager, Post Office Operations
Gateway District

DOCKET NO _____
FILED _____
3/38



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

I sure hope you will not close the St. Ann postal branch in Northwest Plaza.

It will be inconvenient to me and a lot of other people like me I do all my postal needs through the Northwest Plaza unit. The people are all pleasant and accommodating.

I live out high I use it's much easier for me use this facility.

DOCKET NO _____
FILE NO _____
PAGE _____

3/13/05

March 21, 2005

Michael Kervin
Manager of Post Office Operations
112 S. Fifth St.
St. Charles, Mo. 63301-9201



Dear Mr. Kervin,

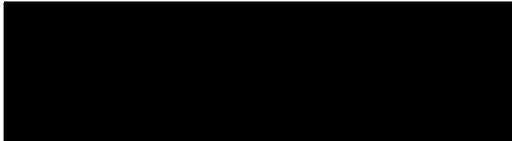
Please be informed that I have utilized their services of the Northwest Plaza branch of the Postal Services for 35 years. I have used them several times a week and would be greatly disappointed and inconvenienced if these services were denied to me.

St. Ann Post
Personal and

decide if

Thank you for your understanding .

ads and their



boxes available
for business is
in office.

St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
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Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

Manager, Post Office Operations
Gateway District

DOCKET NO _____
FEB 10 _____
PAGE _____

3/4



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

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Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

#332

*PLEASE RECONSIDER THIS CLOSING
I AM HANDICAPPED AND I DO MY BAKKING
NEXT DOOR THEN COME HERE FOR MY STAMPS
PACKAG MAILING MONEY ORDERS ETC.
THIS CLOSING WOULD CAUSE A GREAT INCONVENIENCE
TO ME AND MY FAMILY. THANK YOU*

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



Manager, Post Office Operations
Gateway District

RECEIVED
MAR 10
FILE
3/41



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

I have officed @ NW Plz for 20 years
& depend on the post office in the
lobby. It is a large factor when it
comes to renewing my lease. If this
branch closes, it could lead to my looking
for a new office location, which would
be bad for NW Plz & No. St. Louis County
in general. Thanks,

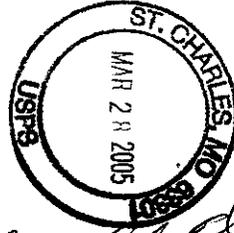
112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



3/42

March 23, 05

Dear Sir,



Please consider not closing the Northwest Plaza Branch of St. Ann post office it is used very much and is helpful. Hope it will not be closed. I am a regular user of the post office at Northwest.

Thank you.
Regular user
of the Branch



25 MAR. 2005

DEAR SIR:

RE: POSSIBLE CLOSING OF THE
NORTHWEST PLAZA BRANCH

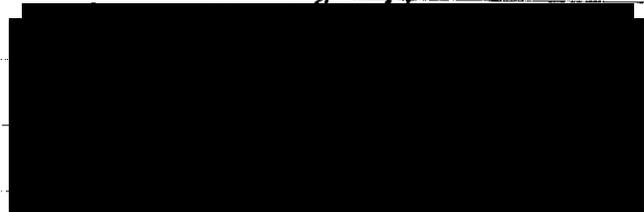
I AM WRITING IN RESPONSE TO THE
POSSIBLE CLOSING OF THE NORTHWEST
PLAZA BRANCH

I AM 72 YEARS OLD, WALK THE MALL
EVERY DAY, AND CONTINUALLY USE THIS
BRANCH FOR ALL MY POSTAL NEEDS.

MOST OF THE SENIOR STEPPERS ALSO
USE THIS FACILITY AS PART OF THEIR
ROUTINE WALKING TRIPS AROUND THE MALL.

PLEASE RE-CONSIDER AND KEEP THIS
FACILITY OPEN

THANK YOU



3/44

3-24-05

DEAR MR. KERVIN,

I'VE JUST SEEN THAT THERE MAY BE A CLOSING SOON FOR THE NORTHWEST PLAZA POST OFFICE BRANCH. MY FAMILY AND I HAVE LONG BEEN CUSTOMERS OF THIS BRANCH, AND FREQUENTLY MAIL OUR PARCELS THERE - MOST OF THEM PERSONAL, BUT SOME FOR BUSINESS AS WELL.

IT WOULD BE A GREAT INCONVENIENCE FOR US IF THIS FACILITY WERE TO CLOSE. WE'RE OFTEN AT OR NEAR THE PLAZA AND HAVE FOUND IT A GREAT PLACE TO DO OUR MAILINGS AND BUY PRODUCTS, WITH FINE SERVICE AND A COMFORTABLE SETTING. IF THIS BRANCH DOES CLOSE, WE WILL LIKELY FIND IT EASIER TO SHIFT OUR PARCEL MAILINGS TO ONE OF YOUR COMPETITORS, UNFORTUNATELY, SINCE 2 OF THEM SERVICE OUR OFFICE DAILY.

WE REALLY HOPE YOU WILL DECIDE TO KEEP THE NORTHWEST PLAZA BRANCH OPEN!

THANKS VERY MUCH,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



March 24, 2005

BOOKLET NO
ITEM NO
PAGE

3/45



TO: Manager Post office operations
RE: Possible closing of the Northwest Plaza Branch.

I have banked at the Northwest Plaza bank for 28 years. I have been a patron of the Post office there many many times. It is very convenient for me. Considering what you have to go through at the large branches I am sure this small, efficient Plaza branch would be visited by many people. I never go into this branch & find it empty - I know it is not far to the other Post offices however any extra miles is costly to Senior Citizens.

Please remember if its not broken why try to fix it?

The clerks at this location are super.



3-24-05



POST OFFICE NO.

ZIP CODE

NAME

3/46

Mr. Kerwin,

As a local small business owner who consistently utilizes the outstanding services at the Northwest Plaza U.S. Post Office branch, I urge you to keep this branch alive. Both this location and the St. Ann main location have lines daily and are both needed in order to allow businesses like mine to operate efficiently.

The staff at both locations are knowledgeable and courteous, always ready to help.

The taxes imposed upon my business (and all small businesses) have been skyrocketing, and there is no excuse for any cutbacks of such essential services as those provided ably and efficiently by our neighborhood U.S. Postal Service employees. America cannot remain a great nation without a strong + healthy, neighborhood-based Postal Service; the future of our country is in your hands - I hope that your integrity and your patriotism will lead you to make the right choice. Thank you for your request for our input.

Sincerely,

POST OFFICE NO.
POSTAL ZIP
CITY

3/47



March 23, 2005

Michael Kervin
Manager, Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

In reply to: Possible closing of the Northwest Plaza Branch

Dear Mr. Kervin:

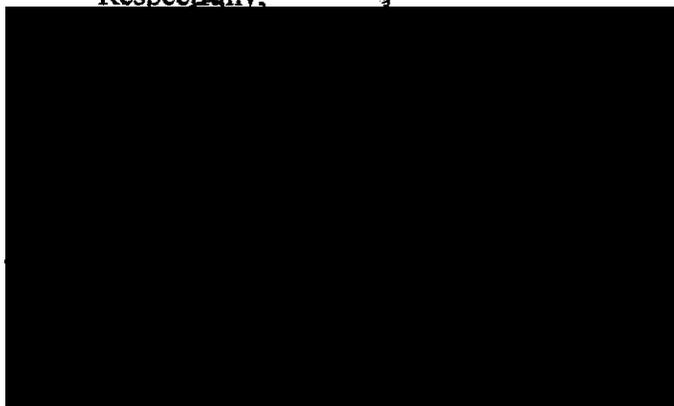
Thank you for the opportunity to respond. Since the removal of the Pitney Bowes Mailing System over 3 years ago, we make frequent trips each week to the Northwest Plaza Branch.

Advantages of having that Branch remain opened are as follows:

- Convenience: a quick stroll through the Mall (no weather issues)
- Save Time: we are usually quickly served
- Save Mileage: no employee reimbursement for travel
- No automobile collision risk due to traffic or inclement weather
- We will miss Ray friendly and smiling face

For the patrons of the Northwest Plaza Branch Post Office, we will appreciate your consideration in keeping its doors opened for our sake.

Respectfully,



Manager, Post Office Operations
Gateway District

COCKEY NO
NEW MO
FILE

3/14/05



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

Listed below are alternate full service offices available for all your mailing needs and their distance from Northwest Plaza:

- St. Ann Main Post Office – 1.1 miles
- Bridgeton Post Office – 2.5 miles
- Air Mail Facility – 3.5 miles
- Overland – 3.9 miles

If you are a Post Office Box customer, the St. Ann Main office is located in Northwest Plaza, delivery is available on a city route out of the main office.

Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

3/05

I use the NWP Branch
each week for both my
Business & Personal
needs. The convenience &
service is unsurpassed.
Please maintain this Branch



Manager, Post Office Operations
Gateway District

DATE

FILE

3/49



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

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Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

*Keep the Northwest
Plaza Windfed Mall
open.
Thank you.*

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

Manager, Post Office Operations
Gateway District



3/50
See Notes Below



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

① Please Keep the nwp Post office opened.

② Please Replace the "surplus" UNPLEASANT guy who RUNS the nwp Post office with someone more "Customer and Service" oriented.

THANK YOU

Manager, Post Office Operations
Gateway District



March 9, 2005

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Re: Possible closing of the Northwest Plaza Branch

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St. Charles MO 63301-9201

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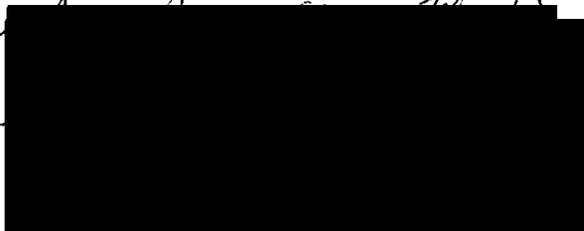
Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

I am VERY much against closing the Northwest Plaza Post Office! It is in a very handy place and always staffed by pleasant personable people. Please reconsider its closing!

Sincerely,

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085





MARCH 28, 2005

MICHAEL KERVIN
MANAGER OF POST OFFICE OPERATIONS
112 SOUTH FIFTH STREET
ST. CHARLES, MO. 63301-9201

DEAR MR. KERVIN:

HOPE YOU WILL RECONSIDER THE CLOSING
OF THE NORTHWEST PLAZA BRANCH OF THE
ST. ANN POST OFFICE

I REALIZE I COULD USE THE BRIDGETON
POST OFFICE OR THE OVERLAND OFFICE HOWEVER
AT NORTHWEST PLAZA MY BANK IS THERE
ALSO THE CLEANERS, BOOK STORE, FAMOUS
BARR & DILLARDS AND OTHER SHOPS, SO I
CAN TAKE CARE OF ALL MY TRANSACTIONS
IN ONE TRIP AND WITH THE COST OF GAS
I WOULDN'T WANT TO MAKE A LOT OF TRIPS.

THANK YOU FOR GIVING US A CHANCE TO
AIR OUR INPUT IN THIS SITUATION. ANYWAY
I HOPE YOU WILL NOT CLOSE THIS POSTOFFICE.

SINCERELY,

[REDACTED]

Manager, Post Office Operations
Gateway District

DOCKET NO _____
ITEM NO _____
DATE _____

3/15/05



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

*I use this facility frequently for personal & business needs.
Ray is the greatest!*

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



Manager, Post Office Operations
Gateway District

3/15/05



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

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Thank you,

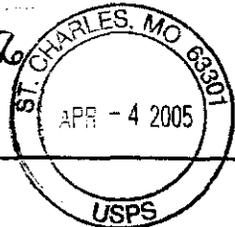
Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

I use this branch of the Postal Service often for both personal & work related business. It would be a shame if it closed.

Manager, Post Office Operations
Gateway District



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

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112 South Fifth Street
St. Charles MO 63301-9201

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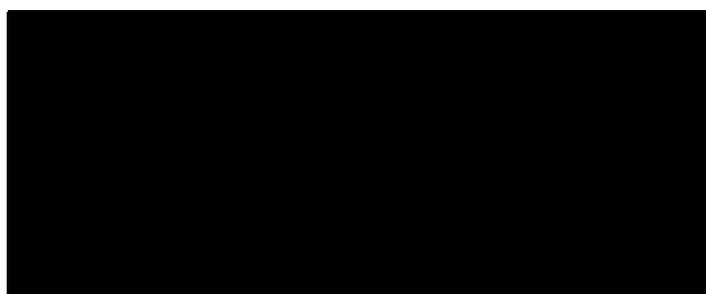
Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

Do NOT Close
THIS BRANCH

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085



POSTNET NO
FILING NO
PAGE

3/57



MICHAEL KERVIN,
SUB. NORTHWEST PLAZA POST OFFICE

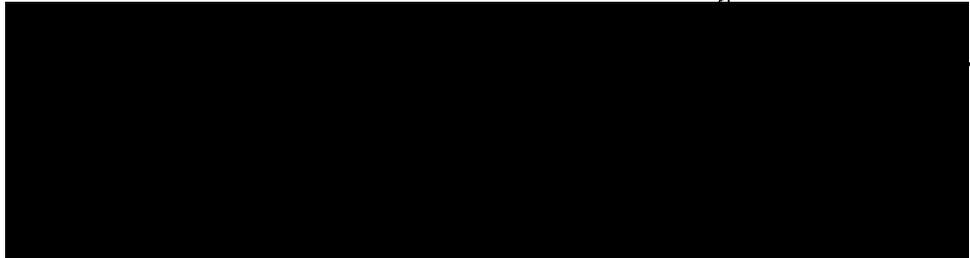
I URGE YOU TO KEEP THE POST OFFICE OPEN AT
NORTHWEST PLAZA. I AM IN THE INCOME TAX BUSINESS
AND DO A LOT NOF COMMERCIAL MAILING.

NOT MANY PEOPLE WORKING AT NORTHWEST KNOW
THERE IS A P. O. THERE. THERE SHOULD BE A P.O. SIGN
OUT SIDE THE BUILDING FACING THE PARKING LOT.

I SOMTIMES USE THE HAZELWOOD P.O. WHEN I'M IN THAT
AREA AND FIND IT SATISFACTORY. BUT I AVOID THE
BRIDGETON OFFICE BECAUSE THE SERVICE THERE IS THERE
IS POOR AND UNFRIENDLY.

I NOTICE THAT BECAUSE OF THE PROXIMITY TO REGIONS
BANK THAT NORTHWEST OFFICE SELLS LOTS OF POSTAL
MONEY ORDERS.

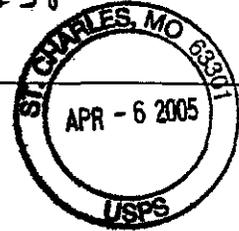
SO LETS GET A FEW SIGNS AND ARROWS LETTING PEOPLE
KNOW WHERE THE P.O. IS LOCATED AND KEEP MY
FAVORITE P.O. OPEN !



Manager, Post Office Operations
Gateway District

DOCKET NO

3/58



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

After careful consideration of all customer comments, the Postal Service will decide if continued service at the Northwest Plaza Branch is warranted.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

4/4/05

Michael Kervin:

My preference is to keep this Post office open. It is a considerable convenience to me.

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

3/19



April 4, 2005



Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301

Dear Mr. Kervin:

I am sorry that this will be reaching you after March 18. I picked up my mail after that date.

I can transfer to the St. Ann Main Post Office. It won't be a problem.

A service that I would like to see added, is an automated money order machine. Hopefully, one that would use cash like the stamp machines do.

Sincerely,



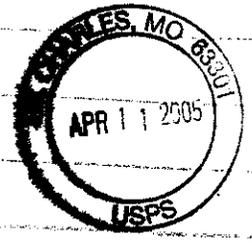
3/60

April 5 2005

Thank you the Post office at
NORTHWEST PLAZA. It is so convenient
for my family and others and to all
the citizens in this area especially
the Senior citizen. Very good
service from the people work there
you go in and they serve you
Right away. you in and out. I
would love to see it remain in
the same location thank you.

3/6/01

Mr. Michael Kerwin, Manager
Post Office Operations
112 So Fifth St.
St. Charles, MO 63301-9201



Re: Post Office - NW Plaza Branch

Dear Mr. Kerwin:

I just caught notice of St. Ann Post Office possible closing last week. It certainly has been convenient & one of perfection with your long-time operator. It's nice to deal with one you can count on for proper information.

I do not drive, and find mailboxes scarce in my area at Bellecote & Midland. Once I walk up the hill at Ashby & Midland, I figure I might as well visit NW Plaza Mall.

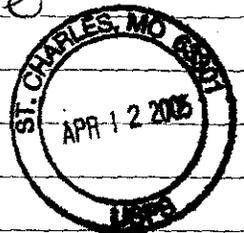
In my opinion the post office should be there for those who still shop there.

Yours truly,



To whom it may concern,
The NWP Post Office is very convenient for me. I go to the Post Office & Shop in the Mall. The staff there are friendly, warm & very helpful. Closing the Post Office isn't a good idea.

THANKS



P.S. I don't like UPS or FedEx but if I have to go there I will. This Post Office is a wonderful asset to the Mall & other customers.

Manager, Post Office Operations
Gateway District

BOOKER MD
MAY 10
2005

3/163



March 9, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Possible closing of the Northwest Plaza Branch

The Postal Service is considering closing the Northwest Plaza Branch of the St. Ann Post Office and we would like your input on the impact this might have on your personal and business mailing needs.

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Please mail your concerns to: Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

A postage paid addressed envelope is provided for your convenience.
Responses should be received by March 18, 2005.

Thank you,

Michael Kervin
Manager Post Office Operations

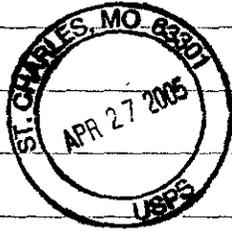
cc: file
Postmaster, St. Ann 63074

112 S Fifth Street
St Charles MO 63301-9201
(636) 949-2140 fax (636) 724-1085

note:
this branch office is very convenient for our business I shop at N.W. and also get my stamps for work - 4 rolls a month Please keep it opened.

April 5, 2005

Michael Kervin
Manager of Post Office
112 South Fifth street



Mr. M. Kervin,
We are post office box customer and are
sadden to hear maybe soon we won't even
have a office box. Well my concern is, this
the end or could I please for the
Post office? My way of travel to North
West plaza was and still is what I
do on my way to work, I Bank at the
Bank there and I use the cleaners there
make trips to the Post office and mail
packages and letter there plus I rent
a post office box there. Wow I hope
there is hope for the people who are asking
Please stay (oh please don't go) to this help.

Yours truly





Memo to the Record

The following is provided to address the issues expressed by concerned customers of the Northwest Plaza Finance Station in St. Ann, Missouri 63074.

Alternative Locations:

The St. Ann Main Post Office resides approximately 1.2 miles from the Northwest Plaza Finance Station. The Bridgeton Post Office Station is within 5 miles as well as the AMC.

Northwest Plaza:

The Finance Station is located on the first floor of the South Tower entrance. The station's location is blocked by the escalator from the 2nd floor to the first obstructing customer view. Until early, 2005, unfamiliar customers were unaware of it's location. NW Plaza placed on it's Kiosk directories our location. The Mall has been in existence for approximately 30 years and the Postal Service has been a tenant. During that time, testimony indicates a decreasing retail element creating declining revenues for tenants, including the Postal Service.

The Postal Service currently funds \$42,500 dollars for rent. The Postal Service has (1) full time regular staffed to provide full services during the weekdays and is open on Saturday's with replacement personnel. Additional expenses are utilized to shuttle mail daily at approximately 1.25 hours and normal utility costs. Retail Revenue data indicates declining transactions and revenues since July, 2004. 78 post office boxes or 21.3% of the available 366 boxes are rented. 25 businesses in the mall receive post office box service and can be inconvenienced to receive normal mode delivery at the mall, or can go to the MPO for continued P.O. Box Service.

Negotiations:

The Postal Service met internally to discuss viable alternatives to maintain visibility in the mall on approximately 5 occasions. The Postal Service met with the Westfield Leasing representative on 3 occasions to discuss alternative space within the mall. The option provided by Westfield Management indicated a reduction of approximately \$13,000 dollars via reduced space with a higher cost per square foot, approximately 3 times the current negotiated rate in the parties agreement. The NW Plaza Westfield group did attempt to renegotiate and shared plans of redevelopment at the plaza. The Postal Service address build out costs in the negotiations as part of the relocation. The plaza felt these costs would need to be included as part of any agreement of a new lease, rather than part of their responsibilities.

- 2 -

Therefore, with no funds available to move and costs for renovation, the alternatives fell back on the original options of remaining in our current obstructed unit, or consolidating into the ST. Ann MPO which has extended hours and resources to meet customer demand.

Customer / Community Concerns:

Inconvenience, inconvenience of parking, adverse climate conditions, and mailing needs. We addressed these issues with the customers. Those businesses in the mall currently receiving box delivery could receive business delivery by the carrier who services all other businesses. Those customers outside of the mall can continue box delivery at the MPO or receive normal mode of delivery at their residence. In each instance, 1 year free forwarding of mail will occur. Customers felt the inconvenience of having to drive over to the MPO and park in limited spaces would cause additional time away from their job / business. The community was versed on available parking on postal premises at the MPO and across the street there is unlimited and free parking in the center lot. A customer felt there was a security issue with registered mailings he sends. We addressed his issue that both situations created the need for the customer to drop off his mailing needs either via walking to the Finance Station in the plaza or from his vehicle into the MPO and that community security indicates no apparent increase in risk.

In closing, all items of concerned were addressed and options provided to continue service in St. Ann, Missouri at the Main Post Office.

Please feel free to call me at 314-566-8816 with any questions.

Michael Kervin
Manager, P. O. Operations, Area 2
Gateway District Cluster

Capitol Address
Capitol Building
Jefferson City, MO 65101-6806
(573) 751-0855
Fax (573) 526-2067
Mail: michael.corcoran@house.mo.gov



POST OFFICE
ST. ANN, MO
63074

5/1

Home Address
17036 St. Matthew
St. Ann, MO 63074
(314) 427-1536

Michael G. Corcoran
MISSOURI HOUSE OF REPRESENTATIVES
77TH DISTRICT



March 17, 2005

Mr. Michael Kervin
Manager of Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

Dear Mr. Kervin:

As a previous employee at Famous Barr in the Northwest Plaza, I have first hand knowledge of the valuable services of the Northwest Plaza Branch of the St. Ann Post Office. I always had quick and courteous service, which allowed me to get back to my responsibilities at the department store. Closing this service will be detrimental to all of the businesses and force them to use alternative facilities such as Fed-Ex and UPS.

I am a lifelong resident of St. Ann and have always received friendly service at the main Post Office. Most of the time there is at least a ten to fifteen minute wait not to mention travel time.

Please think of the positive changes we are trying to make in regards to the reputation of the Mall. We are adding K.C. Masterpiece, a senior village and actively exploring and recruiting new retailers. Closure to the Northwest Plaza Branch Post Office will only add to the negative perceptions that are already circulating.

I feel that it is in the city, the mall and Post Office's best interest to keep this facility fully functioning.

Sincerely,

Michael G. Corcoran

Michael G. Corcoran
State Representative
District 77

MC/lw

FAXED
4-1-05
Amy

BUCKET NO
SERIAL NO
PAGE

5/2

CONSUMER AFFAIRS
GATEWAY DISTRICT



636 724-1085

March 31, 2005

**TO: MICHAEL KERVIN
MANAGER POST OFFICE OPERATIONS**

**RE: MICHAEL G. CORCORAN
STATE REPRESENTATIVE**

DUE DATE: APRIL 7, 2005

The attached Congressional inquiry is referred for your immediate attention.
Please investigate the customer's concerns and prepare a response as requested
In the attached letter from the inquiring Congressional Office.

Your response letter should be prepared for the District Manager's signature and be
sent directly to Consumer Affairs for delivery no later than the due date above.

If you have any questions about this inquiry, please call me at (314) 436-4280.


ROSIE M. JACKSON
Consumer Affairs Associate

1720 MARKET ST RM 1015A
SAINT LOUIS MO 63155-9631
(314) 436-4280
FAX:

Capitol Address
Capitol Building
Jefferson City, MO 65101-6806
(573) 751-0855
Fax (573) 526-2067
E-mail: michael.corcoran@house.mo.gov



ROCKET
RETURN
PAGE

Home Address
170 So. St. Matthew
St. Ann, MO 63074
(314) 427-1530

S/B

Michael G. Corcoran
MISSOURI HOUSE OF REPRESENTATIVES
77TH DISTRICT



636

FAXED

March 17, 2005

D. Aqiniqoc
District Manager U.S.P.S.
1720 Market Street
St. Louis, MO 63155

Dear Mr. Aqiniqoc:

As a previous employee at Famous Barr in the Northwest Plaza, I have first hand knowledge of the valuable services of the Northwest Plaza Branch of the St. Ann Post Office. I always had quick and courteous service, which allowed me to get back to my responsibilities at the department store. Closing this service will be detrimental to all of the businesses and force them to use alternative facilities such as Fed-Ex and UPS.

I am a lifelong resident of St. Ann and have always received friendly service at the main Post Office. Most of the time there is at least a ten to fifteen minute wait not to mention travel time.

Please think of the positive changes we are trying to make in regards to the reputation of the Mall. We are adding K.C. Masterpiece, a senior village and actively exploring and recruiting new retailers. Closure to the Northwest Plaza Branch Post Office will only add to the negative perceptions that are already circulating.

I feel that it is in the city, the mall and Post Office's best interest to keep this facility fully functioning.

Sincerely,

Michael G. Corcoran

Michael G. Corcoran
State Representative
District 77

MC/lw

CONSUMER AFFAIRS
GATEWAY DISTRICT



March 31, 2005

**TO: MICHAEL KERVIN
MANAGER POST OFFICE OPERATIONS**

**RE: MICHAEL G. CORCORAN
STATE REPRESENTATIVE**

DUE DATE: APRIL 7, 2005

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Please investigate the customer's concerns and prepare a response as requested
in the attached letter from the Inquiring Congressional Office.

Your response letter should be prepared for the District Manager's signature and be
sent directly to Consumer Affairs for delivery no later than the due date above.

If you have any questions about this inquiry, please call me at (314) 436-4280.

A handwritten signature in cursive script that reads "Rosie M. Jackson".

**ROSIE M. JACKSON
Consumer Affairs Associate**

1728 MARKET ST RM 1015A
SAINT LOUIS MO 63155-9831
(314) 436-4280
Fax

Capitol Address
Capitol Building
Jefferson City, MO 65101-6806
(573) 751-0855
Fax (573) 526-2067
Email: michael.corcoran@house.mo.gov



OFFICE NO.

PHONE NO.

FAX NO.

Home Address
17036 St. Matthew
St. Ann, MO 63074
(314) 427-1336

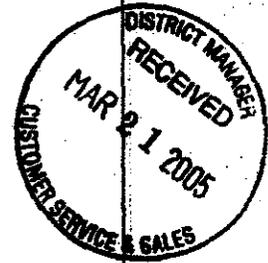
S/K

Michael G. Corcoran
MISSOURI HOUSE OF REPRESENTATIVES
77TH DISTRICT

636

FAXED

March 17, 2005



D. Aqiningoc
District Manager U.S.P.S
1720 Market Street
St. Louis, MO 63155

Dear Mr. Aqiningoc:

As a previous employee at Famous Barr in the Northwest Plaza, I have first hand knowledge of the valuable services of the Northwest Plaza Branch of the St. Ann Post Office. I always had quick and courteous service, which allowed me to get back to my responsibilities at the department store. Closing this service will be detrimental to all of the businesses and force them to use alternative facilities such as Fed-Ex and UPS.

I am a lifelong resident of St. Ann and have always received friendly service at the main Post Office. Most of the time there is at least a ten to fifteen minute wait not to mention travel time.

Please think of the positive changes we are trying to make in regards to the reputation of the Mall. We are adding K.C. Masterpiece, a senior village and actively exploring and recruiting new retailers. Closure to the Northwest Plaza Branch Post Office will only add to the negative perceptions that are already circulating.

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Sincerely,

Michael G. Corcoran

Michael G. Corcoran
State Representative
District 77

MC/lw

DISTRICT MANAGER
GATEWAY DISTRICT

SEARCHED _____
SERIALIZED _____
INDEXED _____
FILED _____
6/1



April 7, 2005

The Honorable Michael C. Corcoran
Missouri State House of Representatives, District 77
Capitol Building
Jefferson City, MO 65101-0806

Dear Representative Corcoran,

This is our response to your letter dated March 17, 2005 concerning the consideration for potential closure of the Postal Finance Station located in the Northwest Plaza Mall in St. Ann, Missouri.

In an effort to review ongoing efficiency and effectiveness of the St. Ann Post Office as well as the Northwest Plaza Finance Station, the Postal Service has determined the necessity to research current operations, services, and operating costs and conditions.

Recently, we completed the process of surveying applicable postal customers presently serviced by the Northwest Finance Station. The next step in this process will be to consolidate the survey's and review customers feedback. Upon completion of these above-mentioned steps, we intend to share this information with the Lessor of the current Finance Station location and to allow for future plaza plans to be considered prior to any decisions being rendered.

The Postal Service is obligated to provide efficient and effective service for our customers. The traffic historically in this location has been on a continual decline for the past few years. The Main Post Office is located one mile from this site and has the ability to handle all current operations of the Northwest Plaza Finance Station in an expedited and satisfactory manner. Should the decision necessitate closure of this Finance Station, Customers will be allowed alternative options as suggested in the recent survey.

It is our intent to keep you apprised of the decision in this matter at a later date. We appreciate your concerns and will consider all impacts in this process. If you require further assistance or have questions regarding this matter, please contact Michael Kervin, Manager, Post Office Operations at 314-436-3867.

Thank you for bringing this matter to my attention.

Sincerely,

Danita Aquiningoc

1720 MARKET, ROOM 3027
ST LOUIS, MO 63155-9900
314-436-4114
FAX: 314-4364565

March 23, 2005



Mr. Michael Kervin
Manager, Post Office Operations
112 South Fifth Street
St. Charles, MO 63301-9201

**RE: Westfield Shoppingtown Northwest
St. Ann, Missouri**

Dear Mr. Kervin,

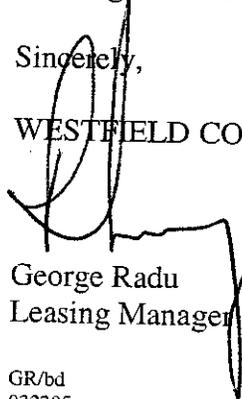
It was a pleasure speaking with you regarding the U.S. Post Office at Westfield Shoppingtown Northwest. As discussed, we will meet to discuss options prior to the Post Office making any decisions.

As I mentioned, we would like to discuss incentives to be able to keep you as a tenant in our Shoppingtown. These incentives could include rent reduction or relocation to a better space.

Looking forward to meeting with you.

Sincerely,

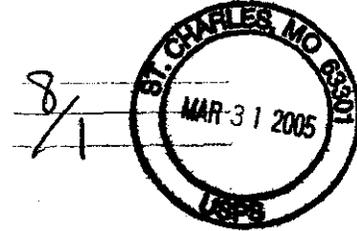
WESTFIELD CORPORATION, INC.


George Radu
Leasing Manager

GR/bd
032305



DOCUMENT NO
MEMO NO
PAGE



MISSOURI SENATE

MISSOURI STATE CAPITOL, ROOM 434
JEFFERSON CITY, MISSOURI 65101
TELEPHONE: 573.751.2514
WWW.SENATE.STATE.MO.US

JOAN BRAY
DISTRICT 24

8420 DELMAR BOULEVARD, SUITE 201
SAINT LOUIS, MISSOURI 63124
TELEPHONE: 314.340.6582
JBRAY@SENATE.MO.GOV

March 28, 2005

Michael Kervin, Manager
Post Office Operations
112 South Fifth Street
St. Charles MO 63301-9201

Dear Mr. Kervin,

I am writing this letter in support of keeping open the Northwest Plaza Branch of the St. Ann Post Office. The Northwest Plaza Branch is an important and convenient asset to many in our community. Closing this Post Office would negatively impact the many patrons who rely on it for their daily needs.

The Northwest Plaza Branch is convenient and has plenty of parking. The elderly, disabled, those on low incomes and small businesses would be particularly affected if this branch is closed. This local Post Office provides the only access some residents have to financial services and social interaction and taking it away would have a detrimental effect on their quality of life.

Although there have been suggestions of using alternative branches, they are not as convenient and would require much longer waits. In the final analysis, losing this branch would hurt the community by chipping away at community spirit and dismantling many small businesses.

I believe that the Postal Service should support this operation and urge your careful consideration.

Sincerely,

Joan Bray

Handwritten initials: JTB



April 12, 2005

Re: Possible closing of the Northwest Plaza Branch of the St. Ann Post Office

In a letter dated March 9, 2005 (see attached), I informed the customers of Northwest Plaza that the Postal Service was considering closing the Northwest Plaza Branch and asked for their input on the impact that it might have on their personal and business mailing needs. They were offered some alternate postal facilities nearby and the availability of city delivery to businesses in the plaza. The letter was placed in the 78 post office boxes that are rented at the Plaza and were made available at the counter for walk in customers.

The original letter gave a deadline for response of March 18, 2005 and a notice (also attached) was posted to give the customers until Friday, March 25 to respond. Customers were provided with a postage paid envelope pre -addressed to me.

As of Monday, March 28 I had received 49 responses. All were postmarked on the date received.

Of the responses received:

- 9 were from Northwest Plaza box holders.
- 20 were from businesses in Northwest Plaza.
- 3 were from local businesses outside of Northwest Plaza.
- 12 were from local residents that use the facility.
- 5 were of unknown origins with no names or addresses.

Below is a listing of concerns and comments gathered from these responses:

The Plaza has many elderly "mall" walkers who are on fixed incomes and enjoy the convenience and value of being able to do all of their business at the same location. Many customers do their banking at this site.

The Plaza is the only access that some residents have to financial services and social interactions and many who do not drive use the convenience of the nearby Metro bus stop.

Two disabled customers responded, one of which walks to the facility and it would be too far to walk to the alternate facilities.

Most people responding would miss the convenience of the ample parking at Northwest Plaza. One customer in particular finds it nearly impossible to park his landscaping vehicles at any other postal facility. In addition, although there are several post offices close to Northwest Plaza, St. Charles Rock Road becomes congested especially during business hours and it can take 20-25 minutes each way to use one of the alternate facilities.

AGH

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9
12

Small businesses like the cost and time savings of being able to walk to the Post Office. In fact for some this convenience was a consideration for locating their business in Northwest Plaza. They never have to worry about getting out in bad weather.

One customer frequently sends mail overnight and certified and unnecessary delays are incurred if the staff is required to leave the building to go to another postal facility.

At one law office the secretary would have to close the office when the attorneys are out to drive to the St. Ann facility while one of there neighbors gave up their meter and uses only stamps that they purchase at the Northwest Plaza facility.

Another business eliminated a secretarial position in favor of electronic mailing and the use of the NW Plaza branch for postal needs. The cost of a trip for one of the engineers is cost prohibitive and they would have to consider other companies for mailing needs if we close this branch.

The convenience of purchasing money orders which the bank does not carry was an issue for two of the local businesses.

Several of the people responding liked the family atmosphere of this small office where the employees know you and your needs and they liked the idea of not having to wait in line like at some of the larger offices. Although two customers complained about the clerk at the office expressing the desire to keep the branch open but replacing him.

Kelly Services mails 12,000 envelopes per week from the tenth floor of the office building and likes the convenience of taking the mail downstairs although it has been reported that they must take their mail to the air mail facility a majority of the time because they can not make the dispatch time at the Northwest Plaza office.

Of the box holders that responded the main concern was that changing a PO Box number could be disruptive, costly and inconvenient. If the box number could stay the same, three of them would not have a problem with having their box at the St. Ann PO. One customer didn't express any concerns and felt it was fine to move his box to the MPO.

A suggestion was made that the Postal Service try to obtain a more desirable and visible space in the Plaza and one customer felt that the effort to bring new businesses into the Plaza would mean increased revenues for the postal service. While another customer was concerned that closing the postal branch at Northwest Plaza would add to the negative perceptions already circulating about the mall.

In a separate hand out I will be covering how we proceed from here.

Thank you,

Michael Kervin
Manager Post Office Operations

DUPLICATE NO
PAGE

10/1

Kervin, Michael - St. Louis, MO

From: Kervin, Michael - St. Louis, MO
Sent: Thursday, April 14, 2005 3:21 PM
To: Meyers, Sheila T - Washington, DC
Cc: Hertz, Marilyn A - St Louis, MO
Subject: RE: Congressional Inquiry re: Northwest Plaza Branch

Hi Sheila

We had our meeting yesterday. We had participants from Human resources for Labor Issues, Finance was represented, Administrative Services was there related to rent issues, Marketing was well represented with retail, Marilyn, Communications and others and Brad parker, our discontinuance Coordinator called in.

We shared the data and the checklist as well as some of the background of events. The meeting was very open and we struck on issues that needed to be defined for our next meeting. I will share my notes with all once I get time to complete and you will get a copy.

Marilyn's Marketing shop is arranging a meeting with one Northwest Plaza official. I have included Administrative Services, Retail and Burt St. John, our Communications guru in a meeting set with the Lessor of Westfield Malls on April 18th in my office.

Thanks
Michael

-----Original Message-----

From: Meyers, Sheila T - Washington, DC
Sent: Thursday, April 14, 2005 2:33 PM
To: Kervin, Michael - St. Louis, MO
Subject: RE: Congressional Inquiry re: Northwest Plaza Branch

Mike,

It sounds to me like you are on the right track. Thanks for the update.

Sheila

-----Original Message-----

From: Kervin, Michael - St. Louis, MO
Sent: Tuesday, April 12, 2005 6:10 AM
To: Meyers, Sheila T - Washington, DC
Subject: RE: Congressional Inquiry re: Northwest Plaza Branch
Importance: High

Hi Sheila

I have attached the operational info. We are consolidating the surveys. Most relate to inconvenience in potentially having to receive service 1 mile away at the MPO. I have a tentative meeting with the appropriate departments of Gateway tomorrow to discuss the information. I will be meeting informally with the shopping center Manager on April 18th. He would like to share their plans for new tenants for the upcoming area. We did receive a congressional from Mike Corcoran and responded that the decision has not been made and that we will keep them apprised.

Any input is appreciated.

4/14/2005

Thanks
Mike

BOOKING NO
10
/2

-----Original Message-----

From: Meyers, Sheila T - Washington, DC
Sent: Monday, April 11, 2005 1:47 PM
To: Kervin, Michael - St. Louis, MO
Subject: RE: Congressional Inquiry re: Northwest Plaza Branch

Mr. Kervin,

Any updates on this issue?

Sheila

-----Original Message-----

From: Kervin, Michael - St. Louis, MO
Sent: Tuesday, March 29, 2005 2:13 PM
To: Meyers, Sheila T - Washington, DC
Subject: RE: Congressional Inquiry re: Northwest Plaza Branch

Hi Sheila

As indicated earlier today in our conversation, I will keep you informed of all activities related to the Northwest Plaza issues in St. Ann, MO.

Thanks
Michael

-----Original Message-----

From: Meyers, Sheila T - Washington, DC
Sent: Friday, March 25, 2005 12:53 PM
To: Kervin, Michael - St. Louis, MO
Subject: Congressional Inquiry re: Northwest Plaza Branch
Importance: High

Mr. Kervin,

I received an inquiry from Rep. Wm. Lacy Clay regarding the possible closing of the Northwest Plaza Branch. The inquiry included a copy of your 3/9 letter to postal customers asking for their input. Please advised regarding what, if any, decision has been made concerning the closing of this office. Also, please explain the rationale for consideration of closing the office, including the number of affected employees and post office box customers.

If you have not yet made a decision, please advised regarding when you intend to make such a determination.

Sheila T. Meyers
Manager, Government Relations
U.S. Postal Service 
 202-268-2353
 202-268-3775

DATE: 4/5/05
TIME: 11/2
PAGE: 1/2

Kervin, Michael - St. Louis, MO

From: Marley, Carol J - Saint Ann, MO
Sent: Tuesday, April 05, 2005 5:47 PM
To: Kervin, Michael - St. Louis, MO
Subject: RE: Northwest Plaza Revenue

See responses below:

Carol Marley

Postmaster

St. Ann Post Office

10401 International Drive

St. Ann, MO 63074

(314) 428-7153

-----Original Message-----

From: Kervin, Michael - St. Louis, MO
Sent: Monday, April 04, 2005 8:40 AM
To: Marley, Carol J - Saint Ann, MO
Cc: Hollenbeck, Annette M - St Louis, MO
Subject: Northwest Plaza Revenue
Importance: High

Carol

I am in desperate need of the following ASAP:

- 1.) Monthly Revenue from Northwest Plaza, by month dating back to November, 2004. Pull the weekly WOS reports to determine each month.
 - November 2004 - \$12,500.95
 - December 2004 - \$14,320.88
 - January 2005 - \$6,912.22
 - February 2005 - \$20,729.26
 - March 2005 - \$9,888.81
- 2.) Current number of post office box customers in NW Plaza and of that #, how many are businesses in NW Plaza.
 - 366 boxes total, 78 rented currently, 25 boxes for business customers
- 3.) Current number from WEBBATS in MPO of boxes rented and boxes not rented.
 - 571 boxes rented, 224 boxes not rented
- 4.) Exact mileage from MPO to NW Plaza. 1.5 miles, 3.0 round trip
- 5.) Number of shuttles and hours per day to NW Plaza. Airport Shuttle - 6 miles from airport to NW Plaza - 10 minutes max. time used
 - Regular carrier for the mail takes any Express
 - Mail to the Plaza (0 extra time & miles)
 - Midday collection - center of the collection run =0

64,352

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Kervin, Michael - St. Louis, MO

From: Marley, Carol J - Saint Ann, MO
Sent: Wednesday, April 06, 2005 11:41 AM
To: Kervin, Michael - St. Louis, MO
Subject: RE: Northwest Plaza Revenue

The morning shuttle of p. o. box mail is delivered to the Plaza as part of the airport shuttle listed below. The carrier travels from St. Ann to the airport for Express pickup, then heads straight from the airport to the Plaza to drop off box mail and then returns to the office. This takes approx 10 minutes total for travel time, drop off of mail and travel 1.5 miles back to the office. This shuttle is once per day, five days a week.

On Saturday, a clerk opens the Plaza and throws box mail up by 8:00 and returns to the MPO for retail operations there (3 miles @ 30 minutes). Then the box unit at the plaza is closed by the clerk that is scheduled to close the MPO for the evening i.e. one trip to Plaza @ 1.5 miles for 5 minutes to lock lobby doors.

I will place the POS revenue reports in the mail to you today.

Is there a possibility to move the Plaza retail unit to a more visible, smaller store front area for less annual rent? Would this resolve the customer complaints and still save money for the USPS? Just a thought. Thanks

Carol Marley

Postmaster

St. Ann Post Office

10401 International Drive

St. Ann, MO 63074

(314) 428-7153

-----Original Message-----

From: Kervin, Michael - St. Louis, MO
Sent: Wednesday, April 06, 2005 4:03 AM
To: Marley, Carol J - Saint Ann, MO
Subject: RE: Northwest Plaza Revenue

Carol

What about the morning shuttle of p.o. box mail? How many times and how long?

Also, I will need the hard copies of the weekly revenue reports for this period.

Thanks

-----Original Message-----

From: Marley, Carol J - Saint Ann, MO
Sent: Tuesday, April 05, 2005 5:47 PM

4/6/2005

To: Kervin, Michael - St. Louis, MO
Subject: RE: Northwest Plaza Revenue

DOCKETING
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PAGE 12/2

See responses below:

Carol Marley

Postmaster

St. Ann Post Office

10401 International Drive

St. Ann, MO 63074

(314) 428-7153

-----Original Message-----

From: Kervin, Michael - St. Louis, MO
Sent: Monday, April 04, 2005 8:40 AM
To: Marley, Carol J - Saint Ann, MO
Cc: Hollenbeck, Annette M - St Louis, MO
Subject: Northwest Plaza Revenue
Importance: High

Carol

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- 5.) Number of shuttles and hours per day to NW Plaza. Airport Shuttle - 6 miles from airport to NW Plaza - 10 minutes max. time used
 - Regular carrier for the mail takes any Express Mail to the Plaza (0 extra time & miles)
 - Midday collection - center of the collection run =0 miles, time 5 min.
 - Evening collection - middle of collection run=0 miles, 15 min total to include register
- 6.) TACS reports for each week since January 1st for the employee(s) that worked in NW Plaza.

Ray Westhouse	580.17 hours
Kimberly Davis	9.27 hours

Constance Ray
Rick Dutton

8.00 hours
8.00 hours

BOOKING
PAGE

2/3

Thanks
Mike

March 29, 2005



Office of U.S. Senator James Talent
3 City Place Drive, Suite 1020
St. Louis, MO 63141

RECEIVED
MAR 31 2005
FBI

B/1

Dear Senator Talent:

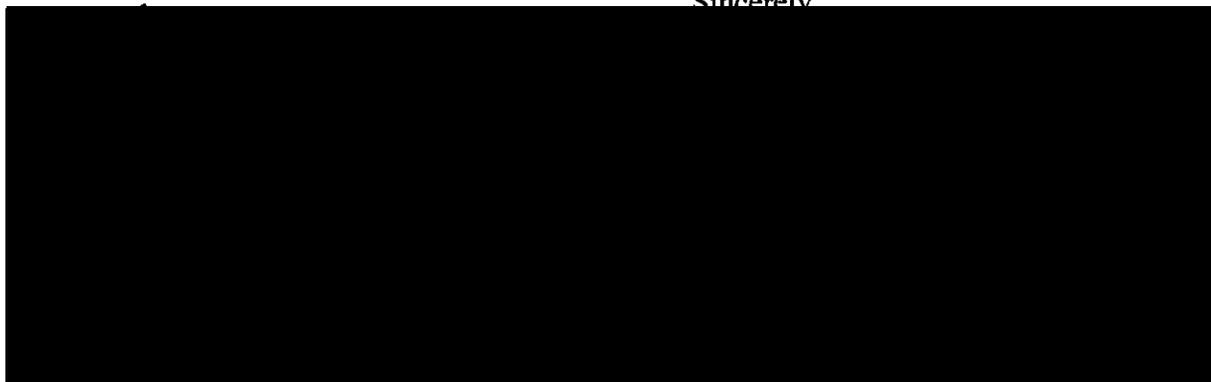
We are writing to object to the closing of the Post Office in our building. We are located at the Office Tower, 500 Northwest Plaza, Suite 919, St. Ann, MO 63074. The Post Office is on the first floor, and there is a proposal by Post Office Operations to close this Northwest Plaza Branch of the St. Ann Post Office.

We each use this facility two to three times a week. The Post Office always seems to have customers, and there are over 500 P.O. boxes available at this facility. The Office Tower building is located within a shopping mall with numerous stores. It appears this facility more than compensates for any expenses it occurs at this location.

If this Post Office is closed, the nearest one is ten minutes away. That means we would have to get our cars, drive to the Post Office, wait approximately 20 minutes for service (as it is a very crowded Post Office), and then drive back to the office. Besides the convenience of the Northwest Plaza Post Office, there would be a savings in gasoline consumption for people who work at the Office Tower building and at the mall.

Any effort on your part to keep the Northwest Plaza Branch of the St. Ann Post Office open is very appreciated.

Sincerely,



cc: Manager of Post Office Operations
St. Charles, MO

BUCKET NO
SERIAL NO
DATE



May 24, 2005

The Honorable James M. Talent
United States Senate
Washington, DC 20510-2504

Dear Senator Talent:

This responds to your May 6 inquiry on behalf of your constituents in St. Ann, regarding the status of the Northwest Plaza Finance Station.

I appreciate your interest in this matter. You may be assured that the U.S. Postal Service is committed to providing all of our customers across the nation with quality postal services. In this effort, Gateway District postal officials report that the Postal Service is in the process of reviewing the ongoing efficiency and effectiveness of the St. Ann Post Office, as well as the Northwest Plaza Finance Station.

District officials recently completed the process of surveying affected postal customers that are currently served by the Northwest Plaza Finance Station. On April 18, Post Office Operations Manager Michael Kervin met with the lessor to share customer feedback from the surveys and to discuss possible options associated with current postal operations. Officials are currently reviewing the feedback received from both the customers and the lessor.

The Postal Service is obligated to provide our customers with efficient and effective service. In this case, I understand that historically traffic in this location has been on a continual decline for the past few years. The main Post Office is located one mile from the site and has the ability to handle all current operations of the Northwest Plaza Finance Station in an expedited and efficient manner. Should the decision necessitate closure of this finance station, customers will be offered alternative solutions, as suggested in recent surveys.

I would also like to note that the Postal Service has established a number of programs to lessen the need for customers to go their Post Offices for retail services. For example, we offer stamps by phone at 1-800-782-6724, or by fax at 816-545-1212. Stamps and other retail products can also be ordered via our Internet home page at www.usps.com by clicking on "Buy Stamps & Shop." Stamp orders are delivered directly to customer mailing addresses. And, our new Click-N-Ship online mailing service will calculate rates, find ZIP Codes, standardize and save addresses, store shipping history information, and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option.

Should there be additional questions in this matter, Mr. Kervin would be pleased to be of assistance and can be reached at (636) 949-2140. Please let me know if I can assist with other postal issues.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

Re: Lease

July 7, 2005

BOOKING
RENTAL
PAGE

15/1

Westfield

Michael Kervin
112 South Fifth Street
St. Charles, MO 63301

Westfield Corporation, Inc.
500 Northwest Plaza, Ste. 700
St. Ann, MO 63074-2209
Telephone (314) 656-2500
Facsimile (314) 656-2515

**RE: U.S. Postal Service
Westfield Northwest Plaza
St. Ann, MO**

Dear Michael,

Please find below our economic Letter of Intent summarizing the basic business terms and conditions we are prepared to present to Westfield Northwest Plaza for approval.

TENANT ENTITY: U.S. Postal Service

TENANT D/B/A: U.S. Postal Service

SPACE NUMBER: 38

SQUARE FOOTAGE: Approximately 1564 square feet. 2,775 sq. ft. correctly

LEASE TERM: Approximately 5 years and 8 months; expiring 6/30/2011

PREMISES DELIVERY DATE: Approximately September 1, 2005.

RENTAL COMMENCEMENT DATE: The earlier of store opening or November 1, 2005.

MINIMUM RENT: \$15,640 per year commencing on the above date with 4% annual increases beginning February 1, 2007

PERCENTAGE RENT: 0% of gross sales in excess of the natural gross sales breakpoint.

ESTIMATED ANCILLARY CHARGES (Initial rates shown on a per square foot per annum basis):

CAM		
Tax	\$3.00	/sf
Marketing	\$8.89	/sf
Fire Detection System	\$0.00	/sf
Plan Review Fee (One Time)	\$300.00	
Water/Sewer	\$0.00	/sf
	\$360.00	

\$ 30,000.00

USE CLAUSE: For the operation of a U.S. Postal Service store. Premises shall be used solely for the use stated above and not for any other use or purpose.

LANDLORD'S WORK / CONDITION OF PREMISES: None.

TENANT'S WORK / STORE DESIGN:

CONSTRUCTION: All of the construction work shall be subject to prior Landlord approval with Landlord construction criteria. Tenant accepts the Premises in "as-is" condition and represents the most current store design utilized by Tenant in the United States.

CONSTRUCTION CHARGEBACKS: Construction barricade, temporary electricity, temporary trash, mall tile, sprinkler chargeback, sprinkler shutdown fee and concrete slab.

DEPARTMENT STORE DEFINITION: 20,000 square feet.

SPECIAL PROVISIONS: Delivery in "as is" condition;
buildout to Design Criteria provided by Landlord

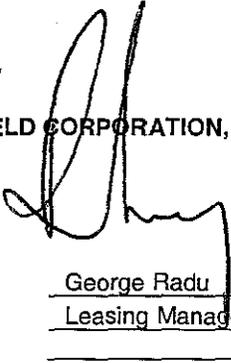
Will conform non-economic lease provisions to last Westfield lease form negotiated between parties, if applicable.

CONFIDENTIALITY: The material contained herein is confidential. Such material is intended for the sole and exclusive use of both parties and in no instance shall be reproduced or disclosed to any other person at any time.

This letter is for discussion purposes only and shall not be binding upon the parties. The only document that will constitute a binding agreement is a lease executed and delivered by the authorized representatives of both parties. The parties acknowledge that this non-binding letter may not address all essential terms of the lease contemplated by this letter, and that certain terms will be subject to further negotiation. Until a lease has been executed and delivered, this location may be offered to other interested parties. In any event, the terms of Letter of Intent become null-and-void after 30 days from July 7, 2005.

Sincerely,

WESTFIELD CORPORATION, INC.



By: George Radu
Title: Leasing Manager
Date: _____

Direct Dial: 314-656-2504
Direct Fax: 314-656-2515
Email: gradu@westfield.com

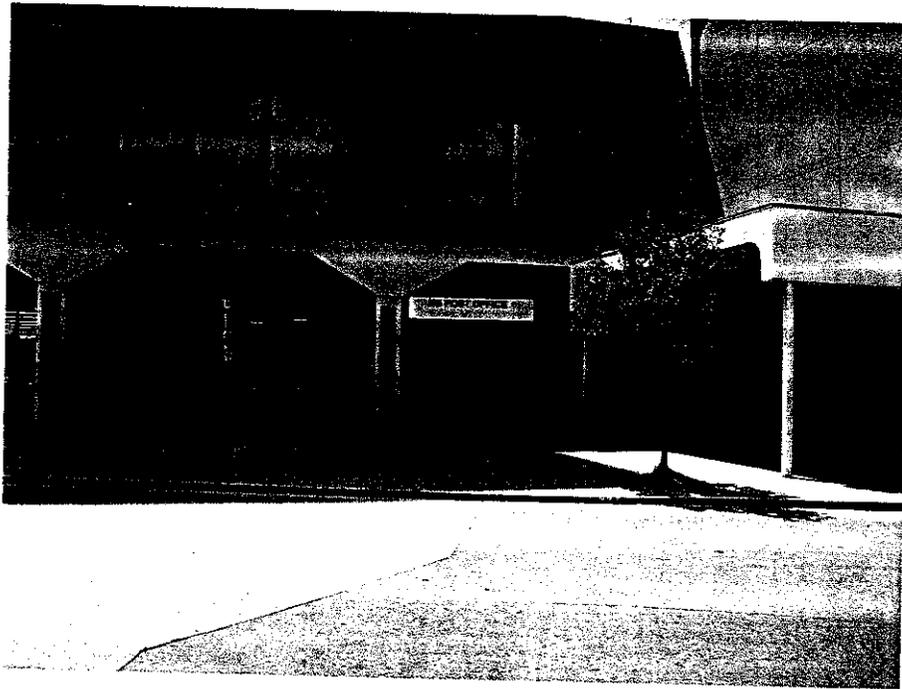
AGREED AND ACCEPTED:

By: _____
Title: _____
Date: _____

Upon acceptance, please fax this to the number listed above.

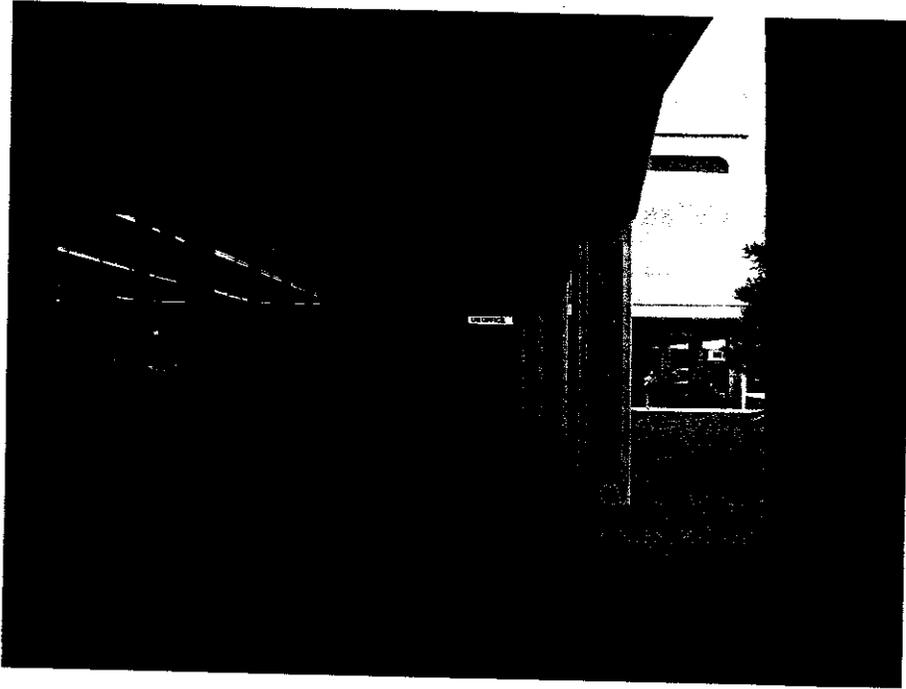
DOCKET NO
ITEM NO
PAGE

10
1



DOCKET NO
ITEM NO
PAGE

60
1/2





PLAZA OFFICE TOWER

500
 TENANT
 TENANT
 TENANT
 TENANT
 TENANT
 PLAZA
 OFFICE
 TOWER



St. Ann



BOOKET NO
ITEM NO
PAGE

17/1

AUGUST 18, 2005

UNITED STATES POSTAL SERVICE
CAROL MARLEY, POSTMASTER
10401 INTERNATIONAL PLAZA DRIVE
ST. ANN, MISSOURI 63074

DEAR POSTMASTER MARLEY,

I HAVE PUT TOGETHER A FEW SUGGESTIONS REGARDING INCREASING THE REVENUE AT NORTHWEST PLAZA STATION. THEY ARE AS FOLLOWS:

1) PLEASE CONTACT MALL LEASING MANAGER, GEORGE RADU AT (314) 656-2500 TO ARRANGE PLACING SEVERAL U.S.P.S. LOGOS/SIGNS THROUGHOUT THE MALL, ON THE OUTSIDE OF THE 500 OFFICE TOWER BUILDING, THROUGHOUT THE PARKING LOT, AND AT THE ENTRANCES OF THE PARKING LOT, (ESP. AT THE MAIN ENTRANCE AT ST. CHARLES RK RD.).

2) PLACE A SIGN AT THE ST. ANN MAIN POST OFFICE WHERE CUSTOMERS WOULD POSITIVELY SEE THAT WOULD SAY:

VISIT OUR NW PLAZA POST OFFICE

- 10-12 MINUTES AWAY (MAPS AVAILABLE ON THIS DISPLAY)

WEST ON ST. CHARLES RK.RD.

SOUTH (LEFT) ON ADIE PD.

RIGHT AT THE 1ST ENTRANCE TO THE MALL
STRAIGHT AHEAD

- LESS WAIT TIME

- SUFFICIENT PARKING

- P.O. BOXES AVAILABLE

- FASTER COMPUTERS

3) SEND OUT ONE MAILING TO ALL ST. ANN RESIDENTS INFORMING THEM OF NW PLAZA POST OFFICE AND EXPLAINING THE BENEFITS THAT IT HAS TO OFFER.

4) ASK ST. CHARLES TECHNICIAN 6, JOHN ZAMUDIO FOR ASSISTANCE IN UPGRADING NW PLAZA STATION'S LOOK. HE IS VERY KNOWLEDGEABLE AND EXPERIENCED.

THANK YOU,

RAY WESTHOUSE
NORTHWEST PLAZA STATION

Hollenbeck, Annette M - St Louis, MO

ST-110
19/1

m: Pieper, Katherine Q - Saint Ann, MO
nt: Friday, August 20, 2004 11:02 AM
cc: Hollenbeck, Annette M - St Louis, MO
Subject: Kervin, Michael - St. Louis, MO; Hook, James A - St Ann MO
NWP Box Section

Annette,

I checked the milage to the closest Post offices from the Northwest Plaza Station,

Maryland Height Mo is 3.9 miles
Air Mail Facility is 3.5 miles
Overland MO 63114 is 3.9 miles
Bridgeton MO 63044is 2.5 miles
St Ann Main Office is 1.1 miles

Thanks and have a great day.

Katy Pieper
St Ann MO

Kervin, Michael - St. Louis, MO

19/2 9/21

From: Kervin, Michael - St. Louis, MO
Sent: Thursday, September 15, 2005 5:48 AM
To: Meyers, Sheila T - Washington, DC
Subject: Parker, Bradley W - Westfield, IL; Hollenbeck, Annette M - St Louis, MO
Northwest Plaza, St. Ann updated Status

Importance: High

Spoke to Sheila on
9/21 at approx
09:55-10:01 am
Notifying her we
will go forward
in the process.
She / I agreed to
notify the
local Congressman
George Westfield
Town Hall
meeting.



Northwest Plaza.xls
(28 KB)

Good Morning Sheila

As indicated in past discussions on the above-mentioned subject, the Gateway team met one final time to discuss all of the options related to Northwest plaza discontinuance of this Finance Station.

We reviewed the attached document related to revenue and operating expenses as well as overviewed convenience issues, lease options and offers, operational benefits and concerns and alternative options for convenient customer delivery and use.

The consensus is to continue forward in the discontinuance plan and close this Finance Station. Basically, we are operating an unnecessary finance station with a net daily profit of \$40 dollars with an existing MPO 1 1/4 miles in distance from this location with an alternative (Bridgeton PO) office as close, both of which are on the Gateway extended lobby hour program in place before October 1, 2005. We will begin the next steps working with our discontinuance Coordinator, Brad Parker through my assistant Annette Hollenbeck.

We have a tentative date of January 7, 2006.

Please call me today at 314-566-8816. I have some questions related to timing in terms of common courtesy / verbal communication with Westfield Development Coordinator and the local Postmaster.

Thanks

Mike

Attachment 2
pg 1

Manager, Post Office Operations
Gateway District

10/3



October 4, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Northwest Plaza Branch

In March 2005, Postal customers were informed that the Postal Service was considering closing the Northwest Plaza Branch of the St. Ann Post Office. At that time, the Postal Service requested community input on what impact this possible closing might have regarding their Postal needs.

The Postal Service has considered all customer comments and has met with members of Westfield management to discuss options. On Thursday, October 27, 2005 from 7:30pm to 8:30pm, Postal officials will be present at the St. Ann Community Center to discuss the decision that has been reached. The Community Center is located at #1 Community Center Dr. in St. Ann.

Thank you,

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

MANAGER, POST OFFICE OPERATION, AREA 2

BOOKLET NO. _____
ITEM NO. _____
PAGE _____

10/27
7:30 PM
1~ St. Ann



October 10, 2005

Mr. George Radu
500 Northwest Plaza, Suite 700
St. Ann, MO 63074-2209

Dear George,

As a follow up to recent and prolonged discussions relative to the Postal Service's future considerations at Northwest Plaza, I have enclosed a courtesy copy of a notice for a Town Hall Meeting on October 27, 2005.

The Postal Service will be informing the community of our decision at this meeting.

Sincerely,

Michael Kervin
Manager, Post Office Operations, Area 2
Gateway Performance Cluster

20/1



October 11, 2005

Honorable Joan Bray
Missouri State Senate
8420 Delmar Boulevard Suite 201
St. Louis, MO 63124

Dear Senator Bray,

As a follow up to our prolonged investigation relative to the Postal Service's future considerations at Northwest Plaza, I have enclosed a courtesy copy of a notice for a Town Hall Meeting on October 27, 2005.

The Postal Service will be informing the community of our decision at this meeting.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Kervin".

Michael Kervin
Manager, Post Office Operations, Area 2
Gateway Performance Cluster

Manager, Post Office Operations
Gateway District

DOCUMENT NO
SERIAL NO
PAGE

21/2



October 4, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Northwest Plaza Branch

In March 2005, Postal customers were informed that the Postal Service was considering closing the Northwest Plaza Branch of the St. Ann Post Office. At that time, the Postal Service requested community input on what impact this possible closing might have regarding their Postal needs.

The Postal Service has considered all customer comments and has met with members of Westfield management to discuss options. On Thursday, October 27, 2005 from 7:30pm to 8:30pm, Postal officials will be present at the St. Ann Community Center to discuss the decision that has been reached. The Community Center is located at #1 Community Center Dr. in St. Ann.

Thank you,

A handwritten signature in black ink, appearing to read "Michael Kervin".

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

MANAGER, POST OFFICE OPERATION, AREA 2

DOCKET NO. _____
ITEM NO. _____ 22/1
BY: _____



October 11, 2005

Honorable Michael Corcoran
Missouri House of Representatives
State Capitol, 201 West Capitol Avenue
Jefferson City, MO 65101-6806

Dear Honorable Representative Corcoran,

As a follow up to our prolonged investigation relative to the Postal Service's future considerations at Northwest Plaza, I have enclosed a courtesy copy of a notice for a Town Hall Meeting on October 27, 2005.

The Postal Service will be informing the community of our decision at this meeting.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Kervin".

Michael Kervin
Manager, Post Office Operations, Area 2
Gateway Performance Cluster

Manager, Post Office Operations
Gateway District

DOCUMENT NO. _____

22/2



October 4, 2005

To: Postal Customers of the Northwest Plaza Branch

Re: Northwest Plaza Branch

In March 2005, Postal customers were informed that the Postal Service was considering closing the Northwest Plaza Branch of the St. Ann Post Office. At that time, the Postal Service requested community input on what impact this possible closing might have regarding their Postal needs.

The Postal Service has considered all customer comments and has met with members of Westfield management to discuss options. On Thursday, October 27, 2005 from 7:30pm to 8:30pm, Postal officials will be present at the St. Ann Community Center to discuss the decision that has been reached. The Community Center is located at #1 Community Center Dr. in St. Ann.

Thank you,

A handwritten signature in black ink, appearing to read "Michael Kervin".

Michael Kervin
Manager Post Office Operations

cc: file
Postmaster, St. Ann 63074

Ww Plaza

DOCKET NO
ITEM NO
PAGE

23/1

Kervin, Michael - St. Louis, MO

From: Marley, Carol J - Saint Ann, MO

Date: Tuesday, October 25, 2005 6:57 PM

To: Kervin, Michael - St. Louis, MO

Subject: Northwest Plaza Post Office Box customers

The following data is submitted for your review:

Box Size	NWPlaza current rentals	St Ann MPO quantity available for rent
#1	65	28
#2	11	94
#3	2	56
#4	0	14
#5	0	0

Handwritten calculation:
 28
 94

 122
 70

 192

I would like to recommend that the box customers with current paid rent at Northwest Plaza be allowed to transfer into the #2 size boxes at the MPO since we have a sufficient quantity to accommodate all #1 size customers. This would leave the 28 size #1 boxes available at the MPO for new revenue.

This could be an offer of concession for the displaced customers in light of the inconvenience of transferring and changing their addresses to a new box number. This offer could be valid for two years for the current box customers only and would convert to the normal rates after that time.

Just a suggestion.....

Carol Marley

Postmaster

St. Ann Post Office

10401 International Drive

St. Ann, MO 63074

(314) 428-7153

**St. Ann, Missouri
Northwest Plaza**

Meeting w/ George 4/18/05

Averages \$500 dollars per day walk in revenue. Has decreased in all but 1 month of last 8 months.
78 post office boxes are rented of 366 available post office boxes
25 business customers reside as those of the 78 boxes rented
Less than 1.5 miles from main Post Office.
City carrier delivers to Mail customers currently.
Main post Office has 310 p.o. boxes rented of 555 available boxes.

Current rent is \$42,565 dollars or \$15.45 dollars a square foot.
Current space is under a stairwell and oversized for current customer traffic.
Retailers are reducing in mall.
Shuttling / collecting mail 3 additional times daily is inefficient.
Alternative revenue streams now available to customers. Click n Ship, Customer Connect
Carrier Pickup, Stamps By Mail,

Westfield issues for Consideration

80% occupied
by end of year 90%

South County's businesses
now have centralized delivery
at the Finance Station.

Alverett: Webster U.
had 3 Floors
Business area has ~~50%~~
filled.

DOCKET NO
ITEM NO
PAGE

27
3

26/11
NORTHWEST PLAZA
ST. ANN, MO 63074

THURSDAY, OCTOBER 27TH, 2005

GOOD EVENING

LET ME TAKE THIS OPPORTUNITY TO
WELCOME ALL TO THIS TOWN HALL MEETING.

THIS MEETING IS INTENDED FOR THOSE
CUSTOMERS THAT USE THE NORTHWEST
PLAZA FINANCE STATION OF THE ST. ANN POST
OFFICE. WE ASK THAT ALL ATTENDEES SIGN
IN THIS EVENING FOR THE RECORD.

LET ME TAKE A MOMENT TO INTRODUCE THE
USPS REPRESENTATIVES THAT WILL BE
AVAILABLE AT THE CONCLUSION OF OUR
PRESENTATION TO ANSWER ANY QUESTIONS
YOU MAY HAVE, OR TO SIMPLY HEAR ANY
EXPRESSED OPINIONS.

OVER THE PAST 16 MONTHS, THE POSTAL
SERVICE HAS BEEN IN DISCUSSION AND
CONSIDERATION OF THE FUTURE OF THIS
FINANCE STATION.

NORTHWEST PLAZA IS LOCATED
APPROXIMATELY 1.25 MILES NORTH OF THE
ST. ANN MPO.

24/2

THIS FINANCE STATION CURRENTLY PROVIDES A FULL SERVICE LOBBY AND POST OFFICE BOX RENTALS AND IS STAFFED BY ONE POSTAL EMPLOYEE 6 DAYS PER WEEK.

MAIL FOR THE FINANCE STATION IS SHUTTLED DAILY, APPROXIMATELY 3 TIMES PER DAY. WE CURRENTLY HAVE 366 POST OFFICE BOXES AVAILABLE FOR RENT IN NORTHWEST PLAZA. 78 BOXES ARE RENTED. (21.3%)

25 BUSINESSES, PRIMARILY LOCATED IN THE TOWER UTILIZE POST OFFICE BOX SERVICE. THE REMAINDER RECEIVE DAILY MAIL DELIVERY.

THE USPS RENTS THIS FACILITY FROM NORTHWEST PLAZA. OVER THE YEARS, THE POSTAL SERVICE HAS EXPERIENCED A DECLINE OF USE OF THIS FACILITY. REVENUES FROM JULY, 2004 COMPARED TO AUGUST, 2005 DEMONSTRATE A 54% DECLINE OF WALK IN REVENUE.

AS ANY BUSINESS, WE BEAR THE RESPONSIBILITY TO REVIEW EXPENSES ASSOCIATED WITH SERVICE TO DETERMINE VIABLE USAGE OF OUR RESOURCES AND FUNDS IN PROVIDING EFFICIENT AND

26/13
EFFECTIVE SERVICE TO ALL POSTAL CUSTOMERS.

THEREFORE, A REVIEW OF EACH OPERATIONAL FACTOR WAS CONDUCTED.

CUSTOMERS WERE PROVIDED A LETTER OF NOTIFICATION FOR CONSIDERATION TO CLOSE THIS FACILITY BACK IN EARLY MARCH, 2005. VIABLE ALTERNATIVE POSTAL FACILITIES WERE LISTED IN THE EVENT A FUTURE DECISION WAS RENDERED FOR THE CUSTOMERS AFFECTED. IN ADDITION, THEY WERE GIVEN AN OPPORTUNITY TO EXPRESS THEIR CONCERNS OF IMPACT BACK IN MARCH, 2005.

49 RESPONSES WERE RECEIVED. 9 WERE FROM CURRENT NW PLAZA BOX HOLDERS. 20 WERE FROM BUSINESSES LOCATED IN NORTHWEST PLAZA. 3 WERE FROM LOCAL BUSINESSES OUTSIDE OF NW PLAZA. 12 WERE FROM LOCAL RESIDENTS. 5 RESPONSES CAME FROM UNKNOWN ORIGINS.

COMMENTS VARIED FROM INCONVENIENCE OF PARKING, ADVERSE CLIMATE, AND MAILING NEEDS. IN ADDITION, A SUGGESTION WAS MADE THAT THE POSTAL SERVICE CONSIDER A MORE DESIREABLE AND / OR VISIBLE SPACE IN THE PLAZA.

SECRET NO
26/4

THE POSTAL SERVICE EXTENDED THE PERIOD OF RESPONSE BY A WEEK TO ENSURE ALL CUSTOMERS VIEWS WERE HEARD.

THE POSTAL SERVICE MET INTERNALLY TO DISCUSS FACTORS ON A REGULAR BASIS. THE POSTAL SERVICE MET WITH THE WESTFIELD GROUP AS WELL TO DISCUSS POTENTIAL ALTERNATIVES AND FUTURE RETAIL PROJECTIONS FOR THE MALL.

IN CONCLUSION, THE POSTAL SERVICE HAS MADE THE DECISION TO CLOSE THE NORTHWEST PLAZA FINANCE STATION AND CONSOLIDATE IT'S OPERATIONS WITH THE ST. ANN MAIN POST OFFICE LOCATED ON INTERNATIONAL PLAZA DRIVE.

THE POSTAL SERVICE CONSIDERED:

ST. ANN MAIN POST OFFICE OFFERS FULL SERVICE OF POSTAL PRODUCTS. THE POSTAL SERVICE ALSO HAS A CUSTOMER WEB PAGE WHICH OUTLINES SERVICES AS CLOSE AS YOUR FINGERTIPS. THE POSTAL SERVICE OFFERS A VARIETY OF PRODUCTS AND SERVICES ON THE INTERNET THAT ARE CONVENIENT.

DOCUMENT NO. _____
SERIAL NO. _____
PAGE _____

26/K

THOSE CUSTOMERS AFFECTED CAN RELOCATE THEIR POST OFFICE BOX TO ST. ANN, OR OTHER DESIREABLE POSTAL LOCATIONS. THE POSTAL SERVICE WILL ENSURE A FULL YEAR OF FREE FORWARDING SERVICE TO ALLOW CUSTOMERS TO NOTIFY THEIR CORRESPONDENTS OF THEIR NEW ADDRESS. BUSINESS CUSTOMERS RELOCATING TO A POST OFFICE BOX, OR TO DELIVERY AT THE LOCATION CAN ALSO BENEFIT FROM THIS SERVICE THAT WILL ALLOW THEM TIME TO NOTIFY CUSTOMERS, TO USE UP THEIR EXISTING LETTERHEAD AND ENVELOPES AND TO REORDER NEW SUPPLIES WITH THE CORRECT ADDRESS OF BUSINESS.

THOSE BUSINESS CUSTOMERS WILL BE PROVIDED EXISTING MODE OF DELIVERY SERVICE IN THE TOWER, SHOULD THEY CHOOSE THIS ALTERNATIVE.

ADDITIONAL USPS COSTS OF RENT, UTILITIES, AND OPERATIONAL COSTS TO SHUTTLE MAIL WERE COMPARED TO MAXIMIZING PRESENT ALTERNATIVES WITH MINIMAL IMPACTS TO INCREASE EFFICIENCY OF THESE OPERATIONS.

WE WILL WORK WITH WESTIFELD AND OUR CUSTOMERS TO MINIMIZE ANY INCONVENIENCES THROUGH THIS TRANSITION.

BOOKING NO.
PAGE NO.
FILE

26/6

**THE CLOSING WILL BE EFFECTIVE JANUARY
21, 2006.**

**WE THANK ALL FOR ALLOWING US TO
PRESENT THIS MATTER BEFORE YOU
TONIGHT. WE WILL NOW OPEN THE FLOOR
FOR COMMENTS.**



Memo to the Record

Re: 10/27/2005 Community Meeting

There were 16 attendees at the community meeting held to discuss the closing of the Northwest Plaza Branch of the Postal Service. 6 of these people were officials with the Postal Service, two were representatives of the American Postal Workers union, two were craft employees of the Postal Service and the remaining 6 were Postal customers.

The following concerns were expressed:

1. Concern: Long lines at the St. Ann Main Post Office.

Response: The Postal Service will do a staffing study and add clerks as indicated. The St. Ann Main Post Office also has extended service hours which will allow customers extended time to purchase stamps and services.

2. Concern: Kelly Services expressed concerns about mailing the trays of approximately 12,000 letters that they mail every week.

Response: In addition to using the Airmail Facility (which Kelly Services already uses), the Postmaster of St. Ann will work with this customer to see that their mail is dispatched timely.

3. Concern: The cost of changing stationary and notifying customers if their address changes.

Response: Since Northwest Plaza and the St. Ann Post Office use the same zip code, the Postal Service will make arrangements so that the customers who choose to transfer their PO Box to the main office will keep the same PO Box number.

4. Concern: Many of the businesses purchase stamps and use special services that are offered at the Northwest Plaza Branch.

Response: The Postal Service offers many alternate services that supplement the traditional full service Post Office. Many special services and the postage for these are available on line with Click 'n Ship. Also, stamps may be purchased and delivered to your business by using Stamps by mail or Fax. Northwest Plaza is also served by a city carrier from the St. Ann Main Post Office and with the new carrier pick up program; businesses can have their prepared packages picked up at their office.

After hearing the concerns of the 6 Postal customers who attended the community meeting, I still feel that it is in the best interest of the Postal Service to pursue the permanent closing of the Northwest Plaza branch and that this closing will not adversely affect the customers of this branch.

Michael Kervin
Manager Post Office Operations

Kervin, Michael - St. Louis, MO

~~Attachment~~

To: Kervin, Michael - St. Louis, MO
From: Friday, November 04, 2005 10:52 AM
Bessler, Nancy G - Bloomingdale, IL
Aquiningoc, Danita - St Louis, MO; Hertz, Marilyn A - St Louis, MO; Miller, Charles J - St. Louis, MO
Subject: RE: Northwest Plaza - Closure

Nancy

Per Marilyn's referral to me to explain my decision to close NW Plaza, the following is provided:

NW Plaza Finance Station is located in a mall in St. Ann, MO. 63074. This mall operated by Westfield Corp. in the past was one of the top thriving malls in the St. Louis metro area dating back 30 years. The mall in recent years has lost retailers experiencing a loss in customer traffic. The Finance Station is located on the first floor under the escalators in a location not visible to most of the visiting public. The mall up until approximately June, 2005 had not advertised our existence in the mall on their directories or for outside visibility.

The Postal Service currently has no lease with Westfield and has been operating without a lease since approximately January, 2005. The Postal Service continues on a month to month agreement with the lesser. The Postal service lease annually is \$42,500 dollars. The utilities related to telephone, gas, electric and disposal range \$4,000 dollars annually. The station has 366 existing boxes available to rent. Presently 21.3% of the boxes or 78 are rented. This number has not changed for some months. Of these boxes, 25 businesses within the professional tower reside in our post office box unit. The majority of the mall retailers receive daily delivery by a city letter carrier in St. Ann, Missouri. Mail for the mall is shuttled over 3 times per day at approximately 1.25 hours or 378 hours annually. Customers receive full service in the finance station staffed with one FTR clerk or approximately 2006 annual hours not including a Saturday PTF replacement from the St. Ann MPO at 416 hours annual not including overtime compensation.

St. Ann MPO is located 1.25 miles from the Westfield Mall and has extended lobby service hours. The MPO has 555 boxes available to be rented. Currently, the MPO has approximately 55.8% rented or 310 boxes of the 555. A review of the revenue by month since July, 2004 has decreased by 33%. Over the past 13 months, walk in revenue of \$ 152,351 dollars versus the annual expenses of \$141,119 dollars equates to a profit of \$13,000 dollars. With the proposed closing, the Postal Service would relocate those customers to St. Ann or to Bridgeton Station which is approximately 3-5 miles away creating a revenue shift of these present box customers. The necessity to staff, backfill a clerk in the Finance station would be eliminated and we would abolish this Level 6 position into the MPO in St. Ann. This would eliminate any considerations based on SWC's or WSC's to either upgrade the office from its EAS-20 level presently or to add another Supervisory position. Presently, they are not in the zone of tolerance but inching forward. The elimination of the finance station adds flexibility in the MPO. NW Plaza was on the initial list for extended lobby and was rejected by Gateway with the awareness of our intent to close this station.

The estimated savings from this consolidation over a 10 year period is estimated at \$ 555,690 dollars with the elimination or consolidation of services.

The Postal Service has met with the managing official of the Westfield mall on a couple occasions since August, 2004. They have provided an alternative location. However, this location was a downsize of the original location creating approximately \$13,999 dollars less rent but a higher \$ dollar per square foot, actually substantially larger than our current rate. The Gateway Team comprised of Finance, Operations, Marketing and Human Resources met a few times related to NW Plaza before making the final determination. Brad parker, our discontinuance coordinator has been involved from the start to ensure proper compliance in the process. The customers were surveyed in which 49 folks responded. The surveys did not result in any valid concerns. Most related to no preferred parking, an inconvenience that may result in relocating or consolidating operations 1.25 miles to the MPO and a couple concerns related to our postal employee. A town hall meeting was conducted October 27th, 2005. 15 people attended the meeting. Two of these folks were from the APWU, 5 have NW Plaza addresses and 2 were current P.O. Box holders. The Postmaster, The Manager's of Marketing and Operations, Manager of Consumer Affairs and the manager of Retail were all present with me.

The closing date provided was January 21, 2006. This will afford us time to plan the step by step transition.

Should you have any questions, please feel free to let me know.

Thanks

* Address Change 77

July, 2004: \$17,500	August, 2004: \$10,611	September, 2004: \$9,963	October, 2004: \$10,000
November, 2004: \$12,501	December, 2004: \$14,321	January, 2005: \$6,912	February, 2005: \$20,729
March, 2005: \$9,889	April, 2005: \$11,433	May, 2005: \$ 14,076	June, 2005: \$9,007
July, 2005: \$7,321	August, 2005: \$8,089		

Expenses

Rent:
(1) Clerks Salary at 2006 hours:
(1) Saturday replacement Clerk's Salary at 416 annual hours:
Benefits / Compensation:
Utilities (Phone, electric, disposal):
(3) Carrier Shuttles @ 1.25 hours daily x 303 days: 379 hrs.

\$42,500
\$50,150 not including overtime
\$10,400
\$ 25,000 ((2) clerks combined)
\$3,600
\$9,469

Annual Estimated Expenses: \$ 141, 119

Net Savings Annually: \$ 55,569
Estimated 10 Year Savings: \$ 555,690

equals rent, utilities & shuttles

	Background
1)	366 Boxes available with 78 boxes rented equals: 21.3% usage.
2)	25 Business customers reside in the 78 boxes rented at NW Plaza
3)	Carrier delivers to businesses in Mall.
4)	Round Trip from MPO to NW Plaza and back is 3 miles.
5)	MPO has 555 Boxes available with 310 boxes rented equals: 55.8% usage.
	as of 9/13/05

BOCKET NO
ITEM NO
PAGE
207

201
1

Classified Station/Branch or Community Post Office Discontinuance Checklist

District: Gateway

District Contact: Brad Parker Telephone No: 217-967-5205

Name, State, and ZIP Code of the Office: Northwest Plaza Branch St. Ann MO 63074

County: St. Louis _____ Congressional District: 2

When was the office established? 1970

Reason for discontinuance? One reason for this closing is location. The current facility is located in a low traffic area under a stairwell. The lease on this location has expired and negotiations to lease an appropriate alternate site have failed to produce an agreement. Another reason is revenue. Revenue at this facility has declined steadily over the last 14 months and a total of \$48,043 from the end of FY 04 to the end of FY 05 (a loss of 23.70%). Another factor is that the St. Ann Post Office is located just 1.1 miles away.

When does the lease expire? January 2005

Is there a 30-day cancellation clause? Yes No

Are there suitable alternate quarters available? Yes No

How many customers are affected:

Post Office Box Customers: 78

General Delivery: _____

City Delivery: _____

Rural Delivery: _____ Intermediate Rural: _____

HCR: _____ Intermediate HCR: _____

Total Customers: 78

Number of customers receiving duplicate delivery service: N/A

Window Service Hours: M-F 09:00-16:30 Sat. Closed

Lobby Hours: M-F 08:15-17:00 Sat. 08:15-12:00

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

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

0 All permits and meters are out of the St. Ann Main Post Office

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

One tech 6 clerk is employed at the NW Plaza Branch. He will be transferred to the MPO at St. Ann.

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

N/A

Office receipts for the last three fiscal years were:

\$154,957 (revenue units) in 2005;

\$203,000 (revenue units) in 2004;

\$ Not Available (revenue units) in 2003.

Expenses for last FY:

Salaries, excluding COLA: \$60,550

Fringe benefits 33.5%: ~~\$25,000~~ \$20,284

Rental costs, excluding utilities: \$42,500

Total expenses: ~~\$141,119~~ \$123,334

Alternate Service to be Provided: Full service at the St. Ann MPO approximately 1.1 miles away. If PO Box customers choose to transfer their box service to the Main Office, their address will not change. A free standing PO Box section is to be set up keeping the existing PO Box numbers that are at the Plaza. Delivery by a city carrier is already established and is also an available alternative to customers in the NW Plaza office building and also to customers in the mall.

Cost of Proposed Alternate Service: N/A

Total Savings: \$55,569 (estimated annually) - Rent, Utilities

One-time CBU cost: N/A

Administrative Office:

Name, State & ZIP St. Ann MO 63074 EAS level 20 Miles Away 1.1

Window Service Hours: M-F 8:30-19:00 Sat. 9:00-15:00

Lobby Hours: M-F 6:00-19:00 Sat. 6:00-15:00



DOCKET NO _____
 ITEM NO 30
 PAGE 13

Nearest Post Office (If different from above):

Name, State & ZIP same EAS level Miles Away

Window Service Hours: M-F Sat.

Lobby Hours: M-F Sat.

Number of PO Boxes Available

(You may wish to attach a highlighted map.)

Community meeting 10/27/2005 6
 (optional) Date Number of customers attended

Questionnaire 3/9-3/25/2005 49
 (optional) Date Number returned

3 favorable 45 unfavorable 1 no opinion

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

Prepared By:

Printed Name and Title: Annette Hollenbeck, Area 2 Gateway District Discontinuance Coordinator

Annette Hollenbeck
 Signature

12/29/05
 Date

Telephone No. AC (573) 678-2777

6-20-04

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Northwest Plaza Branch and provide customers with the option of city carrier delivery or transferring their current Post Office Box service to the St. Ann Post Office which is located 1.1 miles away.

The Northwest Plaza Branch currently provides service from 9:00am to 1:00pm, and 2:00pm to 4:30pm Monday through Friday to 78 post office box customers. The facility is closed on Saturdays. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, delivery confirmation, signature confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. All retail and special services offered at the Northwest Plaza Branch are available at the St. Ann Post Office with extended hours of 8:30am to 7:00pm Monday through Friday and 9:00am to 3:00pm on Saturday. The St. Ann Post Office also has stamp vending machines located in the lobby for customer convenience and has sufficient post office boxes available for those who wish to continue box services.

One factor for proposing this closing is location. The current facility is located on the first floor of the Westfield Mall under the escalators in an area not visible to most of the visiting public. The Postal Service currently has no lease with the Mall and has been operating on a month to month basis since January 2005. Attempts to find a more suitable location for the facility resulted in an offering of an area which was smaller in size with a substantial increase in costs per square foot.

Another factor is the steady decline in traffic and revenues. Of the 366 post office boxes available for rent, only 78 (21%) are currently occupied. Office receipts for 2005 was approximately \$155,000, down from \$203,000 in 2004.

Other considerations include the close proximity of the St. Ann Post Office (1.1 miles) and the fact that city carrier delivery is already available to the customers of the Westfield Mall.

On March 9, 2005, notices of the possible closing of the Westfield Plaza Branch were distributed to delivery customers. Forty-nine responses were received. Three responses were favorable, forty-five unfavorable, and one expressed no opinion regarding the proposed closing.

On October 27, 2005, representatives from the Postal Service were available at the St. Ann Community Center to answer questions and provide information to customers. Fifteen customers attended the meeting.

The following customer concerns were expressed:

Concern; Most of the responses sited convenience as the major factor for not wanting the facility to close.

Response: While customer service and convenience are legitimate concerns, the Postal Service must consider numerous other factors when deciding if continuing a current facility is warranted. In the case of the Northwest Plaza, a steady decline in revenue, increased rental costs, the less than desirable location and our inability to negotiate a lease for a more desirable location are other factors we must consider. In addition, the close proximity of the St. Ann Post Office (with extended hours) offers a convenient alternative.

Concern: Some customers expressed concern about expense and time required to go off site for Postal needs.

Response: The Postal Service offers a wide range of alternate services to supplement the traditional Post Office. Northwest Plaza is serviced by a city carrier and new programs such as carrier pick up and click and ship can replace the convenience of having a Post Office located in the building. Also, stamps can be obtained from the St. Ann Post Office by using Stamps by Mail or Fax. Many times these services eliminate the need for customers to leave their office.

Concern: One customer expressed concerns about mailing trays of approximately 12,000 letters per week.

Response: The Postmaster of St. Ann will work with this customer so see that their mail is dispatched timely.

Concern: Long lines at the St. Ann Post Office.

Response: The Postal Service will do staffing studies and add clerk hours if necessary. The St. Ann Post Office also offers stamp vending machines in their lobby for customer convenience and just recently extended hours of operation.

Concern: It was mentioned that some handicapped and elderly customers of the Northwest Plaza use the Metro Link bus service that stops at the Plaza.

Response: As stated earlier, customer convenience matters to the Postal Service. The Metro Link has two bus stops in close proximity to the St. Ann Post Office.

Concern: Why doesn't the Postal Service find a better space in the Mall?

Response: The Postal Service and representatives from the Westfield Mall met on several occasions to negotiate a new contract. A new space could not be obtained under terms that were beneficial for both.

Concern: The cost of changing stationary and notifying customers of address changes if the station were to close.

Response: Since Northwest Plaza and St. Ann Post Office use the same ZIP Code, the Postal Service will make arrangements so that the customers who choose to transfer their PO Box to the St. Ann office will retain the same box numbers. Those customers who elect to switch from PO Box to carrier service will be required to change their addresses. In these cases, the Postal Service will forward customer's mail, free of charge, for one full year.

Taking all available information into consideration, the Postal Service concludes this proposal will not adversely affect the degree of effective and regular service to customers.

II. EFFECT ON EMPLOYEES

The one level 6 clerk who currently works at the Northwest Plaza will be transferred to the St. Ann Post Office.

III. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of approximately \$55,500 with a breakdown as follows:

Utilities (estimated annually)	40,000	
Rental Costs	+42,500	
Total estimated costs	55,500	
Total estimated replacement costs	0	
Total Annual Savings (estimated)	** \$55,500	

13,200 o/o
 40,000 e/u-
 40,000
 13,200
 pm 42,500
 95,1700

** Only rent and utilities savings realized. Clerk will remain on rolls.

IV. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

V. SUMMARY

The Postal Service is proposing to close the Northwest Plaza Branch and provide city delivery services administered by the St Ann Post Office, located 1.1 miles away. Customers of the Northwest Plaza will have to option of switching to city carrier delivery (already established) or transferring their current PO Box service to the St. Ann Post Office.

The Northwest Plaza Branch currently provides service from 9:00am to 1:00pm and 2:00pm to 4:30pm Monday through Friday to 78 post office box customers. The facility is closed on Saturdays. The St. Ann Post Office is open from 8:30 am to 7:00pm Monday through Friday and 9:00am to 3:00pm on Saturday. The St. Ann Post Office also has stamp vending machines in the lobby for customer convenience and has sufficient post office boxes available for those who wish to continue box service.

The factors for proposing this closing are as follows:

Location; The current facility is located on the first floor of the Westfield Mall under the escalators in an area not visible to most of the visiting public. The Postal Service currently has no lease and is operating on a month to month basis.

Costs; The Postal Service currently has no lease for the facility and attempts to negotiate a lease for a more suitable space resulted in an offer of an area smaller than is currently occupied with a significant increase in costs per square foot.

Decline in traffic and revenues; The Postal Service has realized a steady decline in use and revenue at the Northwest Plaza. Of the 366 post office boxes available for rent, only 78 (21%) are currently occupied. Office receipts for 2005 was approximately \$155,000, down from \$203,000 in 2004.

City carrier delivery is already established to the Westfield Mall and the St. Ann Post Office is located only 1.1 miles away.

Carrier service will continue to provide effective and regular service to those who choose to receive it. The Postal Service currently offers a variety of services such as carrier pick up and click and ship, and customers can order stamps by mail or fax alleviating the need to go to the post office.

Since the Northwest facility and St. Ann Post Office shared the same ZIP code, those customers electing to transfer their box service will not be required to change their addresses. Those customers who elect to switch to carrier delivery will be required to change their addresses and the Postal Service will forward their mail, free of charge, for one full year.

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