UNITED STATES
POSTAL SERVICE

January 28, 2008

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

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Air Mail Facility, VA 23250-9998

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

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

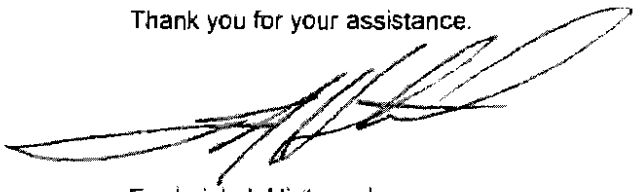
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

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

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

Thank you for your assistance.



Frederick J. Hintenach

Attachments (2)

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

FINAL DETERMINATION TO CLOSE

THE AIR MAIL FACILITY, VA CLASSIFIED STATION

AND CONTINUE TO PROVIDE

CITY DELIVERY SERVICE

DOCKET NUMBER 23250

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Air Mail Facility, VA Classified Station and provide city delivery service administered by the Montrose Heights, VA Classified Station, located 2.4 miles away. Service will be provided to the businesses in the airport to a box unit located in the airport. Customers may also opt for city carrier delivery to their residence or business. The Postal Service will also establish a post office box section at the Montrose Heights Classified Station for customers who wish to retain their post office box.

The Air Mail Facility is currently located in the Richmond International Airport. Historically, the facility included mail processing. The mail processing operations have been relocated. Due to the size and cost of the facility it is not feasible to continue operation of the retail unit or post office box delivery. The Postal Service feels that effective and regular service will continue to be provided through city delivery and retail service at the Montrose Heights Classified Station.

The Air Mail Facility provides service 30 hours a week from 11 a.m. to 5 p.m., Monday through Friday and closed on Saturday to 147 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. Daily retail window transactions average 84. Office receipts for the last three years were: $198,165.00 (607 revenue units) in FY-2005; $204,777.00 (607 revenue units) in FY-2006; and $151,046.00 through August in FY-2007. 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 emanating from the Montrose Heights Classified Station located 2.4 miles away. Window service hours at Montrose Heights are from 8:30 a.m. to 5 p.m., Monday through Friday and 9:30 a.m. to 12:30 p.m. on Saturday. The Postal Service moved a post office box section into the facility for use by the Air Mail Facility customers.

Retail service is also available at the Sandston Post Office, an EAS-20 level office, located 2.2 miles away. Window service hours at Sandston are from 8:30 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 12 noon on Saturday. There are 67 post office boxes available.

On July 27, 2007, questionnaires were distributed to delivery customers of the Air Mail Facility. Questionnaires were also available over the counter for retail customers at the Air Mail Facility. Seventy-one questionnaires were returned. Twelve responses were favorable, eighteen unfavorable, and forty-one expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires:

1. **Concern**: Customers wanted to know why the customer lines were so long at the Montrose Heights Classified Station.

   Response: The Montrose Heights Classified Station serves a much larger customer base and has a heavier retail window workload. This concern has been brought to the attention of the manager 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.

2. **Concern**: Customers were concerned about a change of address.

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

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

   Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. **Concern:** Customers were concerned about later delivery of mail.

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

   A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

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

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Air Mail Facility.

   Response: Courteous and helpful service will be provided by personnel at the Montrose Heights Classified Station and from the carrier. Special assistance will be provided as needed.

6. **Concern:** Customers were concerned about the limited hours of operation.

   Response: Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office qualifies for approximately 30 hours of service per week.

7. **Concern:** Customers expressed concern about misdelivered mail.

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

8. **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. 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.

9. **Concern**: A customer requested a later collection time for the outside collection box.

   Response: Collection of mail and dispatch schedules will remain the same at this time. However, the Postal Service will monitor the collection box and see if changes need to be made.

10. **Concern:** Customers complained about the parking conditions at the Montrose Heights Classified Station.

    Response: The parking conditions at Montrose Heights were brought to the attention of the Manager, Customer Services. This station is also utilized as a training facility for employees. The manager will ensure that all employees attending training at this facility utilize the rear parking lot to ensure customer spaces are available.

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.

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 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 area.

II. EFFECT ON COMMUNITY

The Air Mail Facility is located in the incorporated city of Richmond. The Richmond International Airport is a public airport located in Sandston, VA an unincorporated community within Henrico County. The airport is currently owned and operated by the Capital Region Airport Commission, a state created government agency overseen by representatives of Chesterfield, Hanover and Henrico Counties and the City of Richmond.

Nonpostal services provided at the Air Mail Facility will be available at the Montrose Heights Classified Station. Government forms normally provided by the post office will also be available at the Montrose Heights Classified Station or by contacting your local government agency.

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

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address.

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 Sales and Service Associate that is assigned to the Air Mail Facility reports to the Montrose Heights Classified Station. All of their duties will be reassigned to Montrose Heights. There are no other employees affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of $264,378.00 with a breakdown as follows:

Clerk Salary (PS-5, No COLA)	$36,988.00
Fringe Benefits @33.5%	12,390.00
Rental Costs, Excluding Utilities	+240,000.00
Total Annual Costs	$289,378.00
Less Cost of Replacement Service	-25,000.00
Total Annual Savings	$264,378.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Air Mail Facility and provide city delivery service administered by the Montrose Heights Classified Station, located 2.4 miles away.

The Air Mail Facility Classified Station is currently located within the Richmond International Airport complex. This unit included a large mail processing operation. The mail processing operation has relocated operations and it is not operational warranted to continue retail and post office box delivery at this facility. The Postal Service feels that effective and regular service will continue be provided through city delivery service.

The Air Mail Facility Classified Station provides 30 hours of window service per week to 147 customers. Daily retail window transactions average 84. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated $264,378.00 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 Air Mail Facility Classified Station and advise them of the hours of operation and services available at the Montrose Heights Classified Station. Explain specific information on address changes and why the change is necessary.

Frederick J. Hintenach
Manager, Customer Service Operations

1/25/2008
Date

RICHMOND DISTRICT MANAGER

UNITED STATES POSTAL SERVICE

RECEIVED
OCT 1 2007
RETAIL OPERATIONS SUPPORT

September 27, 2007

MEMORANDUM TO: Senior Vice President, Marketing
Attention: Frederick J. Hintenach
U. S. Postal Service
475 L'Enfant Plaza, Room 5621
Washington DC 20260-5621

SUBJECT: Official Record
Air Mail Facility Station, Richmond VA 23250

Enclosed for your review and approval is the official record to discontinue the Air Mail Facility Station of Richmond, VA Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of the affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered, contain docket and item numbers on each page, and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternate service proposed.

Refer questions about this post office discontinuance to Kris Lydon, Post Office Review Coordinator, at (804) 775-6386.

Jacob L. Cheeks

Enclosures: One copy of record
Headquarters acknowledgment of receipt of official record
Self addressed envelope

cc: Manager, Cap Metro Operations (no enclosures)

1801 BROOK ROAD
RICHMOND, VA 23232-9990
(804) 775-6365
FAX: (804) 775-6058

Docket No. 23250

Official Record Index

Item No.	Description	Date entered into Record
1.	Request Approval to Study for Discontinuance	07/10/07
2.	Maps of Area	07/24/07
3.	Demographic Report	07/24/07
4.	Lease Information	07/24/07
5.	Questionnaire Instruction Letter to Manager	07/26/07
6.	Cover Letter & Questionnaire	07/27/07
7.	Returned Questionnaires & USPS Response Letters	08/23/07
8.	Memo to the Record Regarding Response Letters	08/23/07
9.	Questionnaire Analysis	08/27/07
10.	Classified Station Discontinuance Checklist	09/24/07
11.	Proposal Exhibit	09/24/07
12.	Transmittal to District Manager from Postmaster	09/25/07.
13.	Certification of the Record	09/27/07
14.	Transmittal to the Vice President, Delivery and Retail from the District Manager	09/27/07

RICHMOND DISTRICT MANAGER

DOCKET NO 23250
ITEM NO 14
PAGE 1

UNITED STATES
POSTAL SERVICE

September 27, 2007

MEMORANDUM TO: Senior Vice President, Marketing
Attention: Frederick J. Hintenach
U. S. Postal Service
475 L'Enfant Plaza, Room 5621
Washington DC 20260-5621

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Jacob L. Cheeks

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cc: Manager, Cap Metro Operations (no enclosures)

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1801 BROOK ROAD
RICHMOND, VA 23232-9990
(804) 775-6365
FAX: (804) 775-6058

RICHMOND DISTRICT MANAGER

DOCKET NO 23250
ITEM NO 13
PAGE 1

UNITED STATES
POSTAL SERVICE

DATE: September 27, 2007

MEMORANDUM TO THE RECORD

SUBJECT: Certification of the Record
AMF Station of Richmond, VA Post Office
Docket Number 23250

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

Jacob L. Cheeks

1801 BROOK ROAD
RICHMOND, VA 23232-9990
(804) 775-6365
FAX: (804) 775-6058

DOCKET NO 23250
ITEM NO 12
PAGE 1

UNITED STATES
POSTAL SERVICE

September 25, 2007

Memorandum to: Jacob L. Cheeks
District Manager
Richmond District

Subject : Official Record
Air Mail Facility Station
Docket No. 23250

Enclosed are the original and one copy of the record concerning the closing of the Air Mail Facility Station of Richmond, Virginia.

Following your review, please retain the original record for district files and forward the copy to the Senior Vice President of Marketing at Headquarters with the attached cover memo.

A completed proposal checklist is included in the record.

Howard O'Connor
Postmaster

Enclosure

1801 Brook Rd
Richmond VA 23232-9998
(804)775-6393

DOCKET NO 23250
ITEM NO 11
PAGE 1

PROPOSAL TO CONSOLIDATE THE AIR MAIL FACILITY STATION OF RICHMOND VIRGINIA AND CONTINUE CITY DELIVERY SERVICE

DOCKET NO. 23250

DOCKET NO. 23250

I. Responsiveness to Community Postal Needs

The Postal Service is proposing to close the Air Mail Facility Station of Richmond, VA and provide city delivery service administered by the Montrose Heights Station, located 2.4 miles away. Service will be provided to businesses in the airport to a box unit located in the airport. Other customers may opt for carrier delivery to their residence or business. Customers may also opt to continue Post Office box service at the Montrose Heights Station.

The Air Mail Facility Station in Richmond, VA is currently located in the Richmond International Airport. Historically, this facility included a large mail processing unit. The processing unit is currently relocating all operations that occupy this space. It is not economically feasible to continue the annual rental of this large space for the retail operation. The customers will be easily accommodated through the Montrose Heights Station. Discontinuance of the AMF Station would provide a significant cost savings to the Postal Service.

The AMF Station provides retail service 6 hours per day from 11:00a.m. to 5:00p.m., Monday through Friday. Customer visits averaged 84 per day in FY06 according to the RDM WOS report. Retail services available are: the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, Delivery Confirmation, Signature Confirmation, COD and Express Mail services; and the acceptance and dispatch of all classes of mail. There are no permit mailers or postage meter customers. Office receipts for the last three years were: $198,165 in FY 05 (607 revenue units), $204,777 in FY 06 (607 revenue units) and $151,046 in FY 07 through August (TBD revenue units).

When this proposal is implemented, delivery service will be provided by city carrier to boxes installed within airport for airport tenants. All other customers will be served by carrier delivery to their residence or business. The box section will be relocated to the Montrose Heights Station for customers that wish to continue Post Office box service. Retail services can be provided by the Montrose Heights Station. Window service hours at the Montrose Heights Station are 8:30a.m. to 5:00p.m., Monday through Friday, and 9:30a.m. to 12:30p.m. on Saturday. There are 195 post office boxes available. Retail services can also be provided by Sandston Post Office, located 2.2 miles away. Window service hours at the Sandston Post Office are 8:30a.m. to 5:00p.m., Monday through Friday, and 9:00a.m. to 12:00p.m. on Saturday. There are 67 post office boxes available. Many postal services can be accessed without a visit to a post office. Stamps can be purchased through the Stamps by Mail program or the Stamps by Fax program. On the Postal Service Website, usps.com, customers can purchase stamp products, print shipping labels and postage and arrange a carrier pick-up.

On July 27, 2007, 147 questionnaires were distributed to the customers of the AMF Station. Questionnaires were also available over the counter to retail customers at the AMF Station. Of the 71 questionnaires returned, 12 were favorable, 18 were unfavorable and 41 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires:

POSTAL CONCERNS

CONCERN: A customer stated that she had problems with retail service at the Montrose Heights Station.

RESPONSE: Excellent customer service is a top priority of Postal Service managers and this concern was brought to the attention of the appropriate manager. The Postal Service regrets any past problems with service and appreciates when customers report problems to us since it affords us the opportunity to take corrective action.

CONCERN: Customers did not want to have to change their address.

RESPONSE: Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the corrections when ordering new supplies.

CONCERN: Customers felt that carrier delivery was not secure.

RESPONSE: All acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailbox. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes that are locked and does not accept keys for that purpose. Customers may continue Post Office box service at the Montrose Heights Station, located 2.4 miles away.

CONCERN: Customers were concerned that the time of delivery was much later with carrier delivery.

RESPONSE: The Postal Service understands the desire to have delivery early in the day. However, it is not possible to serve all our customers in the morning hours. Customers have the option of continuing Post Office box service at the Montrose Heights Station, located 2.4 miles away, if an earlier delivery time is required.

CONCERN: Customers would not receive personal attention and good service that is currently provided by the staff of AMF Station.

RESPONSE: Courteous and helpful service will be provided by the personnel at the Montrose Heights Stations.

CONCERN: Not having the AMF Station would make it very inconvenient to access postal products and services.

RESPONSE: Delivery service would be provided to your residence. Retail service can be provided by the Montrose Heights Station, located 2.4 miles away. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Customer stated that there had been previous problems with carrier delivery.

RESPONSE: All problems and concerns with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your service and appreciates when customers report problems since it affords us an opportunity to take corrective action.

CONCERN: Customers felt it would be a big expense to change their address on their checks and stationery.

RESPONSE: Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the correction when ordering new supplies.

CONCERN: Customers were concerned about the long lines at the Montrose Heights Station.

RESPONSE: The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manger to monitor window operations to ensure that customers do not have an unreasonable wait to obtain services. Many Postal products and services can be accessed without a visit to a Post Office. Postage can be purchased through the Stamps by Mail or Stamps by fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange for a pick-up. Most of these alternatives are easier and more convenient than traveling to a Post Office for service.

CONCERN: A customer stated that mail had been misdelivered to his residence.

RESPONSE: The concern about misdelivery should be brought to the attention of the appropriate manager. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate it when customers report this to us since it affords us an opportunity to take corrective action.

CONCERN: One customer requested a later pick-up time for the outside collection box.

RESPONSE: This request has been forwarded to the Manager, Customer Services at the Montrose Heights Station for consideration. Decisions on the collections times are based on available transportation schedules.

CONCERN: Customers expressed concern over the availability of parking at the Montrose Heights Station.

RESPONSE: Your concern had been forwarded to the Manager, Customer Services at the Montrose Heights Station. This station is also utilized as a training facility for employees. The manager will ensure that all employees attending training at this facility utilize the rear parking lot to ensure customer's spaces are available.

There were no non-postal concerns expressed.

Some advantages of the proposal are:

1. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

2. Customers may purchase stamps through the Stamps by Mail or Stamps by fax program. On the Postal Service website, usps.com, customers can purchase stamp products, print shipping labels and postage and arrange for a carrier pick-up. Most of these options are more convenient than a visit to a post office.

3. Carrier delivery saves time and energy for customers, since they no longer need to drive to the Post Office to pick up mail.

4. Customers opting for carrier delivery will no longer have to pay Post Office box fees.

Some Disadvantages of the proposal are:

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

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

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

II. Effect on Community

Air Mail Facility Station of Richmond, Virginia, is located in the Richmond International Airport complex. The Richmond International Airport is a public airport located in Sandston, Virginia, an unincorporated community within Henrico County. The airport is currently owned and operated by the Capital Region Airport Commission, a state created governmental agency overseen by representatives of Chesterfield, Hanover, and Henrico Counties and the City of Richmond. The surrounding residential areas are in Henrico County and receive County services such as Fire and Rescue.

The estimated rate of growth for the surrounding area is minimal, with an estimated growth trend of 1.49% through 2012. There are 2 other postal locations that can provide services to the community, and accommodate any future growth.

Customers may receive carrier delivery to their residence or business and will be required to submit an address change. However, customers that opt to continue Post Office box service at the Montrose Heights Station will not have to change their address.

III. Effect on Employees

The Sales and Service Associate that is assigned to this station reports to work at the Montrose Heights Station. All duties will be reassigned to Montrose Heights Station. There are no other employees that would be affected by the discontinuance of the AMF Station.

IV. Economic Savings

The Postal Service estimated an annual savings of approximately $275,174.00 with a breakdown as follows:

Estimated wages for SSA (6 hrs per day)	$ 36,988
Fringe benefits	$ 12,390
Annual rental cost	$240,000
Total Expenses	$289,378
Cost of alternate service	
Estimated wages for city carrier (2 hr per day)	$ 14,204
Total Savings	$275,174

V. Other Factors

The Postal Service has identified no other factors for consideration.

VI. Summary

The Postal Service is proposing to close the Air Mail Facility Station of Richmond, VA and continue to provide delivery services through the city carrier administered by the Montrose Heights Station, locate 2.4 miles away. Delivery service will be provided to a box unit in the airport for tenants of the airport. All other customers can receive carrier delivery to their residence or business. Customers may also opt to continue Post Office box service at the Montrose Heights Station.

The Air Mail Facility Station is currently located within the Richmond International Airport complex. Historically, this unit included a large processing facility. The processing unit is relocating all operations and it is not economically feasible to continue the annual rental of this large space for the retail unit. The customers could be accommodated through the Montrose Heights Station. This would provide a significant cost savings to the Postal Service.

The Civic Center Station provides 30 hours of window service per week to 147 customers. Daily window transactions average 84 per day. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the customers. There will no longer be a retail outlet in the airport. However, delivery service will be provided by city carrier to boxes in the airport for airport tenants. Other customers will be provided carrier delivery to their residence or business. Customers also have the option of continuing Post Office box service and retaining their address at the Montrose Heights Station. Retail service will be available at the Montrose Heights Station or Sandston Post Office. Many Postal products and services are available without a visit to a post office. Customers can purchase stamps through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com., customers can purchase stamp products, print shipping labels and postage and arrange for a carrier pick-up. Customers opting for carrier delivery will experience an address change. Change of address information and forms will be provided to all customers. Customers opting for carrier delivery will no longer have to pay post office box fees. The Postal Service will save an estimated $275,174 annually.

DOCKET NO 23250
ITEM NO 11
7

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

Howard O'Connor
Postmaster

DOCKET NO 23250
ITEM NO 10
PAGE 1

UNITED STATES POSTAL SERVICE

Classified Station/Branch or Community Post Office Discontinuance Checklist

District: Richmond

District Contact: Kris Lydon Telephone No: 804-775-6386

Name, State, and ZIP Code of the Office: Air Mail Facility Station, Richmond VA 23250

County: City of Richmond Congressional District: VA-03

When was the office established? _____

Reason for discontinuance? The mail processing unit has relocated. Operations. It is not feasible to continue the annual rent of this large space for the retail unit. Boxes can be relocated to Montrose Heights

When does the lease or contract expire? N/A

Is there a 30-day cancellation clause? Yes ____ No ____ 180 day notice required

Are there suitable alternate quarters or contractors available? Yes ____ No ____ N/A

How many customers are affected:

Post Office Box Customers: 147

General Delivery: ____

City Delivery: ____

Rural Delivery: ____ Intermediate Rural: ____

HCR: ____ Intermediate HCR: ____

Total Customers: 147

Number of customers receiving duplicate delivery service: unknown

Window Service Hours: M-F 11:00 AM to 5:00 PM Sat. —

Lobby Hours: M-F 24 hours Sat. ____

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

There are numerous business locations located in the Airport Complex: 10+ food & beverage establishments, 5+ retail locations and one bank. Of the 147, rented boxes, 65 are businesses located in the surrounding communities.

UNITED STATES POSTAL SERVICE

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

NONE

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

The SSA is assigned to Montrose Heights & will return to work at her official duty station

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

NONE

Office receipts for the last three fiscal years were:

$ 198,165 (607 revenue units) in <year> 2005

$ 204,777 (607 revenue units) in <year> 2006

$ 151,046 (___ revenue units) in <year> 2007 - YTD Aug

Expenses for last FY:

Salaries, excluding COLA: 36,988 Estimate based on (SSA - 6hrs pr day)

Fringe benefits 33.5%: 12,390

Rental costs, excluding utilities: 240,000

Total expenses: 289,378

Alternate Service to be Provided: City carrier service to businesses in airport & or residences / PO Box Service may be continued at Montrose Heights Station

Cost of Proposed Alternate Service: 14,204 Estimate based on (city carrier - 2hrs pr day)

Total Savings: 275,174

One-time CBU cost: Ø

Administrative Office:

Name, State & ZIP Montrose Heights Station, Richmond VA 23231 EAS level 26 Miles Away 2.4

Window Service Hours: M-F 8:30AM - 5:00PM Sat. 9:30AM - 12:30PM

Lobby Hours: M-F 24 hours Sat. ___

Number of PO Boxes Available 195 Finance Number: [redacted]

UNITED STATES POSTAL SERVICE

Nearest Post Office (*If different from above*):

Name, State & ZIP Sandston VA 23150 EAS level 20 Miles Away 2.3

Window Service Hours: M-F 8:30AM-5:00PM Sat. 9:00AM-12:00PM

Lobby Hours: M-F 24 hours Sat. _____

Number of PO Boxes Available 67

(You may wish to attach a highlighted map.)

Community meeting N/A _____
Date Number of customers attended

Questionnaire 7-27-07 71
Date Number returned

12 favorable 18 unfavorable 41 no opinion

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

Prepared By:

Printed Name and Title: Kris Lydon - Post Office Review Coordinator

Kris Lydon 09-24-07
Signature Date

Telephone No. AC ( ) 804-775-6386

POSTAL SERVICE QUESTIONNAIRE ANALYSIS

Questionnaires were distributed to all delivery customers of the Air Mail Facility Station in Richmond, VA on July 27, 2007. Additionally, during the survey period, questionnaires were available at the Air Mail Facility Station to walk-in retail customers.

1. **Number of Questionnaires**

Total Number of Questionnaires distributed	71
Favorable to proposal	12
Unfavorable to the proposal	18
Expressing no opinion	41

POSTAL CONCERNS

CONCERN: A customer stated that she had problems with retail service at the Montrose Heights Station.

RESPONSE: Excellent customer service is a top priority of Postal Service managers and this concern was brought to the attention of the appropriate manager. The Postal Service regrets any past problems with service and appreciates when customers report problems to us since it affords us the opportunity to take corrective action.

CONCERN: Customers did not want to have to change their address.

RESPONSE: Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the corrections when ordering new supplies.

CONCERN: Customers felt that carrier delivery was not secure.

RESPONSE: All acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailbox. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes that are locked and does not accept keys for that purpose. Customers may continue Post Office box service at the Montrose Heights Station, located 2.4 miles away.

CONCERN: Customers were concerned that the time of delivery was much later with carrier delivery.

RESPONSE: The Postal Service understands the desire to have delivery early in the day. However, it is not possible to serve all our customers in the morning hours. Customers have the option of continuing Post Office box service at the Montrose Heights Station, located 2.4 miles away, if an earlier delivery time is required.

CONCERN: Customers would not receive personal attention and good service that is currently provided by the staff of AMF Station.

RESPONSE: Courteous and helpful service will be provided by the personnel at the Montrose Heights Stations.

CONCERN: Not having the AMF Station would make it very inconvenient to access postal products and services.

RESPONSE: Delivery service would be provided to your residence. Retail service can be provided by the Montrose Heights Station, located 2.4 miles away. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

CONCERN: Customer stated that there had been previous problems with carrier delivery.

RESPONSE: All problems and concerns with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your service and appreciates when customers report problems since it affords us an opportunity to take corrective action.

CONCERN: Customers felt it would be a big expense to change their address on their checks and stationery.

RESPONSE: Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the correction when ordering new supplies.

CONCERN: Customers were concerned about the long lines at the Montrose Heights Station.

RESPONSE: The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manger to monitor window operations to ensure that customers do not have an unreasonable wait to obtain services. Many Postal products and services can be accessed without a visit to a Post Office. Postage can be purchased through the Stamps by Mail or Stamps by fax programs. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange for a pick-up. Most of these alternatives are easier and more convenient than traveling to a Post Office for service.

CONCERN: A customer stated that mail had been misdelivered to his residence.

RESPONSE: The concern about misdelivery should be brought to the attention of the appropriate manager. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate it when customers report this to us since it affords us an opportunity to take corrective action.

CONCERN: One customer requested a later pick-up time for the outside collection box.

RESPONSE: This request has been forwarded to the Manager, Customer Services at the Montrose Heights Station for consideration. Decisions on the collections times are based on available transportation, collecting all points to ensure timely arrival at the destination.

CONCERN: Customers expressed concern over the availability of parking at the Montrose Heights Station.

RESPONSE: Your concern had been forwarded to the Manager, Customer Services at the Montrose Heights Station. This station is also utilized as a training facility for employees. The manager will ensure that all employees attending training at this facility utilize the rear parking lot to ensure customers space are available.

NON-POSTAL CONCERNS:

There were no non-postal concerns expressed.

DOCKET NO 23250
ITEM NO 8
PAGE 1

UNITED STATES
POSTAL SERVICE

August 23, 2007

MEMO TO THE RECORD

SUBJECT: AMF Station
Docket No. 23250

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

1801 Brook Road
Richmond, VA 23232-9640
(804) 775-6386
FAX (804)775-6363

DOCKET NO 23250
ITEM NO 7
PAGE 1

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☒ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: BOX MAIL HAS DI-GRESSED TO 12-1 PM AVAILABILITY ON MOST DAYS

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

☒ Shopping — RICHMOND METRO AREA
☒ Personal Needs
☒ Banking
☒ Employment
☒ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: IF I SIGN THIS, MY MAIL SERVICE WILL GET WORSE!
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

_____

_____

_____

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

☑ Shopping _____
☑ Personal Needs _____
☑ Banking _____
☑ Employment _____
☑ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name:_____
(please print your name)

Address:_____

Telephone number:_____ Date:_____

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

The AMF location is very convenient. If both post offices are combined how would one post office handle all the customers that are now spread out between two post offices? It seems that the wait times would increase substantially. The idea of driving an extra distance to wait in a longer line is not very appealing. The area is growing so it does not make sense to close the AMF location.

The AMF location needs a self serve stamp dispenser.

DOCKET NO 23250
ITEM NO 7
PAGE 6

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☑ Personal Needs _____
☐ Banking _____
☑ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(please print your name)

Address: _____

Telephone number: _____ Date: 7/31/07

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

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: My preference is to have PO box service and not have mail delivered to my residence.

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

☑ Shopping
☑ Personal Needs
☑ Banking
☑ Employment
☑ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)

Address: _____

Telephone number: [redacted] Date: _____

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

DOCKET NO 23250
ITEM NO 7
PAGE 10

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain:_____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☑ Employment _____
☐ Social Needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name:_____
(please print your name)

Address:_____

Telephone number:_____ Date:_____

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

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☑	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☑	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: opening doors

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping Varies
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: _____
(please print your name)
Address: _____
Telephone number: _____ Date: _____

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

DOCKET NO 23250
ITEM NO 7
PAGE 14

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☑ Yes	☐ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☑ Shopping — Several Shopping centers
☐ Personal Needs
☐ Banking
☐ Employment
☑ Social Needs — Several towns, theatres

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(please print your name)

Address:_____

Telephone number:_____ Date: 8-24-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 14

UNITED STATES
POSTAL SERVICE

August 23, 2007

[redacted]

[redacted]

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

You stated that in the past you had problems with service at the Montrose Heights Station. Excellent customer service is a top priority of our managers and your concerns with customer service will be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with service and we do appreciate when customers report problems since it provides an opportunity to take corrective action.

Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☑ Personal Needs _____
☑ Banking _____
☐ Employment _____
☑ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8/17/07

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

I have been forced to use the post office that services 23231 zip code. Going into that facility is like going into the twilight zone. The workers are slow, not informed about mailing costs and mostly incompetent. I can sight many examples too numerous to list here. At the AMF operation I can be assured of proper postage and prompt help. Please contact me if I can be of any help in keeping this facility open.

[redacted]

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☑	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☐ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 15

UNITED STATES
POSTAL SERVICE

August 20, 2007

[redacted]

[redacted]

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

You expressed concern about the security of carrier delivery. All acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for that purpose. Customers may also continue Post Office box service at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

This is a good post office to get in and out of on the way to work. The people who work here are very helpful and courteous.

DOCKET NO. 23250
ITEM NO 7
PAGE 21

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: I do not trust home delivery with today's identity theft & other criminal acts with unattended mail in my box

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

☑ Shopping _____
☐ Personal Needs _____
☑ Banking _____
☑ Employment _____
☑ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(please print your name [redacted])
Address: Emond, VA 23250
Telephone number: _____ Date: 8/12/07

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

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☑	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:			
a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:			
a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☑ Yes	☐ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

Postmaster
Richmond, VA 23232-9998

DOCKET NO. 33250
ITEM NO. 7
PAGE 23

UNITED STATES POSTAL SERVICE

August 20, 2007

[redacted]

Dear Mrs. Baker ;

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

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping
☑ Personal Needs
☑ Banking
☑ Employment — City - downtown
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted] Charles City VA 23030
Telephone number: [redacted] Date: 8/16/07

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

UNITED STATES POSTAL SERVICE

DOCKET NO 23250
ITEM NO 7
PAGE 25

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑ or less	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑ seldom	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 24

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concerns about the change of address. Mail would be forwarded in accordance with Postal regulations, and change of address forms would be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

[redacted]

DOCKET NO 23250
ITEM NO 7
PAGE 27

July 31, 2007

Mathew Wheeler
5300 Klockner Drive
Richmond, VA 23231

Dear Mathew:

We have received your notice for comments on changing the AMF Facility at Richmond Airport.

The best way to change these P.O. boxes is to simply relocate the box group to Montrose Station in the same manner as they exist now. This will not require a change of address. Simply mark this group of boxes Zip Code 23250.

This is done at the main post office in Richmond and probably in other locations also.

As a business in our area we do not want to change our address. This relocation of the boxes should be fine as long as our address does not change.

Please call me at [redacted] to discuss this letter.

Very truly yours,

[redacted]

Cc: Sen. Ben Lambert

[redacted]

[redacted]

DOCKET NO 23250
ITEM NO 1
PAGE 38

July 31, 2007

Senator Benjamin J. Lambert, III
P.O. Box 396
Richmond, VA 23218

Ref: Post Office Closing
Airport AMF Facility

Dear Senator Lambert:

Enclosed is a notice from our post office regarding closing the AMF Facility.

As a business in this 23250 Zip Code, we do not mind relocating our P.O. Box to another Station as long as we can keep the same P.O. Box number and Zip Code. In other words just keep our address and relocate the set of P.O. Boxes to the Montrose Station.

Attached are letters sent to discuss this relocation, however we will need to ask for your help to get the change implemented.

Please call me at 804-370-0010 to discuss this and schedule a meeting with Post Office personnel, if necessary.

Very truly yours,

[redacted]

Cc: Kris Lydon
Mathew Wheeler
Howard O'Connor

[redacted]

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 29

UNITED STATES
POSTAL SERVICE
July 27, 2007

Postal Customer
AMF Station
Richmond, VA 23250

Dear Postal Customer:

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

Briefly, we would like to provide post office box service, as well as the sale of stamps and all other customary postal services at the Montrose Heights Station, located 2.4 miles away. This would involve closing the retail unit at the AMF Station. Customers may also want to consider the convenience of home delivery. With this option, there is no need to travel to a post office for service. Stamps are available through our Stamps By Mail Program or by visiting the Postal Service Website, usps.com.

We estimate that consolidating the AMF retail operation with Montrose Heights Station would cost the Postal Service substantially less than maintaining the post office branch in the AMF and still provide regular and effective service. Customers who wish to continue post office box service may do so at the Montrose Heights Station located at 5300 Klockner Road. Retail services are also available at this location. Window service hours at the Montrose Heights Station are 8:30 a.m. to 5:00 p.m. on Monday to Friday and 9:30 a.m. to 12:30 p.m. on Saturdays. In addition, retail services are available at the Sandston Post Office, located 2.25 miles away. Window service hours at the Sandston Post Office are 8:30 a.m. to 5:00 p.m., Monday to Friday and 9:00 a.m. to 12:00 noon on Saturdays.

If a change is implemented, customers will be required to change their address to provide for effective delivery. Change of address forms will be provided and mail would be forwarded in accordance with Postal regulations. I invite you to think about a possible change in service. Please return the enclosed questionnaire by August 10, 2007, using the preaddressed envelope provided. Please be aware that, if we formalize a proposal, your questionnaires will become part of an official record and may be available for public viewing.

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Thank you for your assistance.

Sincerely,

Howard O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 30

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☐ No

If yes, which offices: _____

Sandston + Occasionally

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: Mail is late being delivered - I have a Sandston Address for physical address

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? None

☐ Shopping
☐ Personal Needs
☐ Banking
☐ Employment
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)

Address: [redacted] Richmond VA 23250

Telephone number: [redacted] cell Date: 7/30/07

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

Please keep our address and zip code - only transfer the box group to Montrose. They have multiple zip codes at main Richmond PO. All you need to do is post sign in Montrose at these Boxes Zip Code 23250 It will be an easy change.

[redacted]

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 32

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern that time of delivery is later to a roadside mailbox. The Postal Service understands the desire to have delivery early in the day. However, it is not possible to serve all our customers in the morning hours. Customers have the option of continuing Post Office box service at the Montrose Heights Station, located 2.4 miles away, if an earlier delivery time is required.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 33

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☐	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐ ☒	☐
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: Arrives much later in the day

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

☒ Shopping
☒ Personal Needs
☒ Banking
☒ Employment
☐ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8-2-07

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

My business takes me to & from the airport everyday, I got the PO Box there because of convience for me.

Don't think closing this P.O. location is a very good idea?

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 35

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of service provided by the AMF staff should the station be discontinued. Courteous and helpful service will be provided by the personnel at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☑	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: I do not live in Richmond - I have a PO Box here because of better service than my county delivery.

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

☑ Shopping	Ashland - Richmond - Cherrystreet
☑ Personal Needs	Richmond - Ashland
☑ Banking	Richmond
☑ Employment	Richmond
☐ Social Needs	

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)

Address: [redacted] Mineral, Va 23117

Telephone number: [redacted] Date: 8-2-07

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

Montrose Heights is already too busy + impersonal. Ms Trent @ AMF is very friendly + helpful - She goes the extra mile to make sure her "box" customers + window customers are happy -

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 2
PAGE 38

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☑ Yes	☐ No
b.	Resetting/Using postage meter	☑ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☑ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☑ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping /
☐ Personal Needs /
☐ Banking /
☐ Employment
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted] (please print your name)

Address: [redacted] RICHMOND, VA 23231

Telephone number: [redacted] Date: 8/1/07

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

My house is only 4 1/2 miles from the post office its convenient for me to have this post office remaind open for public use.

DOCKET NO 23250
ITEM NO 7
PAGE 41

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 42

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☒	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h.	Sending Express Mail	☒	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☒ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☒ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☒ Shopping N/A
☒ Personal Needs N/A
☒ Banking N/A
☒ Employment N/A
☒ Social Needs N/A

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
(please print your name)

Address: [redacted]

Telephone number: [redacted] Date: 7-31-07

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

DOCKET NO 23250
ITEM NO 7
PAGE 1/4

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☑	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☑ Yes	☐ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping	West End
☑ Personal Needs	East End
☑ Banking	East End
☑ Employment	Downtown
☑ Social Needs	Downtown West End

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 7/31/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 47

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 48

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☑ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☑ Employment _____
☐ Social Needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(please print)
Address: [redacted]
Telephone number: [redacted] Date: 7 31 07

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

Although I would like the Airport Facility to remain open for Customer services; I realize that I really don't do enough business there to justify that facility to remain open for Customer Service Needs... Thanx for asking though!

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 50

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

Dear Sir / Madam;

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☐	☐	☐	☑
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: Sandston Post Office

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☑ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping — Sandston, Henrico, Mechanicsville
☑ Personal Needs — Quinton, Henrico, Mechanicsville
☐ Banking
☑ Employment — Richmond
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: P.O Box 50007 Zip 23250
Telephone number: [redacted] Date: 7/30/07

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

It would be wise to close this office - the service is not too good. we have noticed at times, no one at the counter, and discrepancies in charges between this branch and the surrounding branches.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 53

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

Dear Sir / Madam;

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☑	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: Mechanicsville

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping Short pump
☐ Personal Needs
☐ Banking
☐ Employment
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8/6/07

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

DOCKET NO 23250
ITEM NO 7
PAGE 56

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☑	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: The one at the Airport. That is the closes one to me and very nice people work there.

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(p[redacted]
Address: [redacted]
Telephone number: [redacted] Date: 8-2-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 59

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☑	☐	☐
i.	Buying stamp-collecting material	☐	☑	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8-8-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 62

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse
Please explain:_____

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

☑ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☑ Social Needs _____

5. Do you currently use local businesses in the community?
☑ Yes ☐ No
If yes, would you continue to use them if the AMF Station was discontinued?
☑ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8/8/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 65

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 66

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☒	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse
Please explain:_____

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

☒ Shopping MECHANICSVILLE
☒ Personal Needs " "
☒ Banking " "
☒ Employment SANDSTON
☐ Social Needs

5. Do you currently use local businesses in the community?
☒ Yes ☐ No
If yes, would you continue to use them if the AMF Station was discontinued?
☒ Yes ☐ No

Name: [redacted]
(please print your name)
Address: [redacted]
Telephone number: [redacted] Date: 8/31/07

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

DOCKET NO 13250
ITEM NO 7
PAGE 68

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern that time of delivery is later to a roadside mailbox. The Postal Service understands the desire to have delivery early in the day. However, it is not possible to serve all our customers in the morning hours. Customers have the option of continuing Post Office box service at the Montrose Heights Station, located 2.4 miles away, if an earlier delivery time is required.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

	Postal Services	Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☑	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: from Richmond to Newport News various

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☑ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: I do not have to wait at different times to get my mail. Because of long Routes and not enough help.

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

☑ Shopping	Tri City Area
☑ Personal Needs	" "
☑ Banking	Wachovia Bank
☑ Employment	Self-Employed
☑ Social Needs	Tri City Area

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)

Address: [redacted]

Telephone number: _____ Date: 7/31/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 71

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of service provided by the AMF staff should the station be discontinued. Courteous and helpful service will be provided by the personnel at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 72

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never	
a.	Buying stamps	☐	☐	☒	☐	
b.	Mailing letters	☐	☒	☐	☐	
c.	Mailing parcels	☐	☐	☐ Sometimes	☐	
d.	Picking up Post Office box mail	☒	☐	☐	☐	
e.	Picking up general delivery mail	☐	☒	☐	☐	
f.	Buying money orders	☐	☐	☐	☐	Sometimes
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐	Sometimes
h.	Sending Express Mail	☐	☐	☐	☐	Sometimes
i.	Buying stamp-collecting material	☐	☐	☐	☐	samples of every new stamps

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

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

☐ Yes ☒ No

If yes, which offices: _____

I work less than 1,500 ft from the airport post office

I love it because the people are nice and friendly, and I have a long friendship with them

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: Too many complaints for not receiving mails; cannot get the mails everyday like this because there will be no one to call get; but you have to wait until notified. Pick up my mail everyday

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

☐ Shopping NORTHERN VA.
☐ Personal Needs MCROBS - KROGER - ETC.
☐ Banking SUNTRUST
☐ Employment N/A
☐ Social Needs NORTHERN VA

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(p[redacted]
Address: [redacted]
Telephone number: [redacted] Date: 08-02-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 74

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

d. Using Public bulletin board ☑ Yes ☐ No

e. Other ☐ Yes ☑ No

If yes, please explain: _____

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

☑ Yes ☐ No

If yes, which offices: One on Klockner by work and on ft hopkins by home.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping
☑ Personal Needs — I do alot by work
☐ Banking
☑ Employment — CS Lighting
☑ Social Needs

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(ple
Address: [redacted]
Telephone number: [redacted] Date: 7-31-07

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

DOCKET NO 23250
ITEM NO 7
PAGE 77

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(p
Address: [redacted]
Telephone number: [redacted] Date: 8/1/07

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

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☑	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 80

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: Several

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☑ Personal Needs _____
☑ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please print your name)

Address: [redacted]

Telephone number: _____ Date: 8/4/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 83

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☒	☐	☐
f.	Buying money orders	☐	☒	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☒ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse
Please explain: _____

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

☒ Shopping _____
☒ Personal Needs _____
☒ Banking _____
☒ Employment _____
☒ Social Needs _____

5. Do you currently use local businesses in the community?
☒ Yes ☐ No
If yes, would you continue to use them if the AMF Station was discontinued?
☐ Yes ☒ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 8-4-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 86

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☑ Banking _____
☑ Employment _____
☑ Social Needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(ple
Address: [redacted]
Telephone number: [redacted] Date: 7-31-2007

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 89

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h.	Sending Express Mail	☐	☒	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☒ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No
	If yes, please explain: _____		

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

☐ Yes ☒ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☐ Shopping
☐ Personal Needs
☐ Banking
☐ Employment
☐ Social Needs

None

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]

Address [redacted]

Telephone number [redacted] Date: [redacted]

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

Postmaster
Richmond, VA 23232-9998

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☐	☒	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☒	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☒ Yes ☐ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☒ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☒ Employment _____
☒ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
(ple
Address: [redacted]
Telephone number: [redacted] Date: 7-31-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 95

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: N/A

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

☐ Shopping N/A
☐ Personal Needs
☐ Banking
☐ Employment
☐ Social Needs

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

☐ Yes ☒ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7/31/02

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 98

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices? Many -

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7/30/07

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

Our post office box is used for business purposes only. Closing the AMF center would not affect us, may even be able to help us if the mail could be disbursed earlier.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 101

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☒	

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

- ☒ Shopping — VA Center Commons, Regency Square, Target
- ☒ Personal Needs — Walgreens, CVS, Eckerd
- ☒ Banking — Wachovia, Bank of America
- ☒ Employment — Richmond International Airport
- ☒ Social Needs — Westend of Richmond

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted] Date: 08/01/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 104

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

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

☒ Yes ☐ No

If yes, which offices: MONTROSE HEIGHTS OR SANDSTON

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☒ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☒ Shopping	ALL AROUND RICHMOND
☒ Personal Needs	"
☐ Banking	
☐ Employment	
☒ Social Needs	"

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
(ple
Address: [redacted]
Telephone number: [redacted] Date: 7-28-07

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

ARE CLOSING OUR PO Box 50063, 23250 IN FAVOR of HOME DELIVERY.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 107

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☑	☐	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☑	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☐ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☐ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain:_____

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

☑ Shopping _____
☐ Personal Needs _____
☑ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name:_____
(pl
Address:_____
Telephone number:_____ Date: 8-2-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 110

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☐	☐	☐	☑
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

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

☒ Yes ☐ No

If yes, which offices: SANDSTON ANNEX

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☒ Shopping
☑ Personal Needs
☑ Banking
☐ Employment
☑ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name:_____
(please
Address:_____
Telephone number:_____ Date: 8/4/07

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

Sanostee Post Office staff are the greatest !!

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 113

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: ASHLAND Post office / MONTROSE

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☐ No opinion ☐ Worse
Please explain: I RESIDE IN THE VARINA CHASE SUB-DIVISION.

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

☑ Shopping FT LEE VA & VIRGINIA CENTER COMMONS - LOWES
☑ Personal Needs FT LEE VA
☑ Banking WACHOVIA
☑ Employment PART-TIME 911 MAILING SERVICE
☐ Social Needs

5. Do you currently use local businesses in the community?
☑ Yes ☐ No
If yes, would you continue to use them if the AMF Station was discontinued?
☑ Yes ☐ No

Name: [redacted]
(p[redacted]
Address: [redacted]
Telephone number: [redacted] Date: 3-5-07

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

DOCKET NO 93250
ITEM NO 7
PAGE 116

Postmaster
Richmond, VA 23232-9998

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 117

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☒ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No
	If yes, please explain: _____		

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

☒ Yes ☐ No

If yes, which offices: Ridge, Main, Sandston.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☒ Shopping _____
☒ Personal Needs _____
☐ Banking _____
☒ Employment _____
☒ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
(please
Address: [redacted]
Telephone number: [redacted] Date: 8-5-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 119

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☐	☑
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☒	☒
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☑ Yes ☐ No

If yes, which offices: Parham Road

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☒ No opinion ☐ Worse

Please explain:_____

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

☒ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☒ Employment _____
☒ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name:_[redacted]
Address:_[redacted]
Telephone number:_[redacted] Date: 8-3-07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 122

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☒ +o	☒	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No

If yes, please explain: _____

_____

_____

_____

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

☒ Yes ☒ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☒ Shopping	Western Henrico
☐ Personal Needs	
☒ Banking	Western Henrico
☒ Employment	Carytown
☒ Social Needs	Western Henrico

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

☒ Yes limited ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted] Date: 8/2/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 125

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☒	☐
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☒ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No
	If yes, please explain: _____		

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

☐ Yes ☒ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☒ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 8-2-07

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

DOCKET NO 23250
ITEM NO 7
PAGE 128

Postmaster
Richmond, VA 23232-9998

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

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

You stated that in the past you had problems with carrier delivery. All problems with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your delivery service and we do appreciate when customers report problems since it provides an opportunity to take corrective action.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 129

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☐ No

If yes, which offices: Franke Road P.O

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: The reason we got the P.O. Box was because of problems with carrier delivery

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

☐ Shopping
☐ Personal Needs
☐ Banking
☒ Employment — Stoney Point
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No Some of them

Name: [redacted]
(pl
Address: [redacted]
Telephone number: [redacted] Date: 7-30-01

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 131

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern that the lines were too long at Montrose Heights Station. The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manager to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

Another concern mentioned was the expense your company may incur to change the address on your company stationery. Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

You also stated that you felt that mail was not secure placed in a roadside mailbox. Any acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for that purpose.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1001 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☒	☐	[illegible]	[illegible]
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: OUR BUSINESS IS IN A RURAL LOCATION & MAIL DOESN'T ARRIVE AS QUICKLY AS AT OUR PO BOX. WE DON'T WANT OUR CHECKS IN A RURAL MAIL BOX - GOING OR COMING!!

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]
(p
Address: [redacted]
Telephone number: [redacted] Date: 7-30-07

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

COMMENTS FROM [redacted]

1. [redacted] HAS HAD A PO BOX AT 23250 SINCE THE DAY IT OPENED. WE GET GREAT SERVICE THERE.

2. [redacted] HAD A PO. BOX AT MONTROSS (23231) BEFORE AND WE HATED IT. THE SERVICE WAS VERY SLOW AND PEOPLE LINED UP SOMETIMES 10 & 12 DEEP. I FELT IT WAS A WASTE OF MY WORKING TIME TO HAVE TO GO TO THAT PO. IT WAS LIKE HEAVEN WHEN 23250 OPENED. IF THE 23250 CLOSES AND MOST OF ITS CUSTOMERS GO BACK TO 23231 THEN THAT WILL MEAN EVEN SLOWER SERVICE.

3. [redacted] IS IN A RURAL LOCATION AND WE GET JUNK MAIL IN OUR STREET MAIL BOX. WE DO NOT WANT TO PUT OUR OUTGOING & INCOMING CHECKS IN THAT BOX NOR DO WE WANT TO HAVE OUR ACCOUNTS PAYABLE CHECKS PUT IN IT. IT IS NOT SAFE!

4. JUST THINK OF THE EXPENSE IT WILL BE FOR SMALL COMPANIES, SUCH AS OURS, TO CHANGE ALL OF THEIR LETTERHEAD, ENVELOPES, BROCHURES, ETC.

5. PLEASE — DONT CLOSE 23250

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
OF 135

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

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

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
DATE 136

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☐	☐	☐	☑
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: N/A

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: N/A

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

☑ Yes ☐ No

If yes, which offices: SANDSTON POST OFFICE. (23150)

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: SEVERAL PIECES OF MAIL HAS BEEN MISDELIVERED IN THE PAST. FROM CHECK TO CATALOG ORDER.

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

☑ Shopping _____
☑ Personal Needs _____
☑ Banking _____
☑ Employment _____
☑ Social Needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

N/A

Name: [redacted]
(p
Address:
Telephone number:

Date: 7-30-07.

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
138

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO. R3250
ITEM NO. 7
PAGE 139

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☑ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☑ Personal Needs _____
☐ Banking _____
☑ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(ple
Address:
Telephone number: Date: 7-31-07

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

It is very convient for me because I work at the airport. I use this facilety for personal and bussiness reasons!

DOCKET NO 23350
ITEM NO 7
PAGE 141

Postmaster
Richmond, VA 23232-9998

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 142

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: I pass the Post office on Parham Road when I take Kate because it is always backed up.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping Brook Road
☐ Personal Needs
☐ Banking Lakeside
☐ Employment
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(please
Address: [redacted]
Telephone number: [redacted] Date: 7-31-07

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

This Post Office is very convenient to my workplace. I stay very busy at work and like a Post Office I can get in and out quickly.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 144

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of special attention provided by the AMF staff should the station be discontinued. Courteous and helpful service will be provided by the personnel at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☑
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☑ Yes	☐ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

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

☑ Yes ☐ No

If yes, which offices: Main Office on Brook Rd but this is more convenient

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☒ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping — Chester or Mechanicsville
☐ Personal Needs
☐ Banking
☑ Employment — City of Richmond
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 12/31/07

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

Love the convenience and personable service provided. I feel that a small facility offers more of a personal one on one atmosphere. Bigger is not always better.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 147

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have additional questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☒	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation; or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☒ Yes ☐ No

If yes, which offices: _____

_____

_____

DOCKET NO 23250
ITEM NO 7
PAGE 149

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: This is convienent for my business. My home address is not. Charles city county P.O is further than this P.O is for me to travel.

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

☑ Shopping
☒ Personal Needs
☒ Banking
☒ Employment
☒ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7/28/07

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

I Love this P.O. branch & the postal workers

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 150

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of service provided by the AMF staff should the station be discontinued. Courteous and helpful service will be provided by the personnel at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 151

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☑	☐	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☑	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h.	Sending Express Mail	☑	☐	☐	☐
i.	Buying stamp-collecting material	☑	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

AMC RICHMOND VA 23250
JUL 31 2007
USPS

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

☑ Yes ☐ No

If yes, which offices: At the A M F I like the Service at the A M F. Because it's very Friendly, Nice and very helpful to each of the customer's the others Guys are good but it's

DOCKET NO 23250
ITEM NO 7
PAGE 152

a 1000 time more faster at this facility because my Parents and my Son who live always receive their mail on time. overseas in a war zone always recieve his mail and his pakage on time with out no problem Compare to the one near my house sometime I send mail they get lose or don't recieve at all this place the A M F it's a place for People to be shopping all the time and any time the Personel at A M F are very Proffessionaliste Vive The A M F.

DOCKET NO 23250
ITEM NO 7
PAGE 153

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☑ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]

Address [redacted]

Telephone number [redacted] Date: 07-31-2007

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

I Trust she is super at this facility the others are good but her she is special to all of the customers Wish we still have this place open. Because it

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 154

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the security of delivery to a roadside mailbox. All acts of vandalism or theft should be reported to the local law enforcement officials. If the AMF is discontinued, Post Office box service may be continued at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 155

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☑	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☑ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: MAIL HAS BEEN STOLEN ON SEVERAL OCCASSIONS INCLUDING RECORDS RECEIVABLES, TO THAT END WE STOPPED SERVICE

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

[redacted]

Name: _____
(please print your name)
Address: _____
Telephone number: _____ Date: 7/31/07

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

I SUPPORT THE MOVE TO THE MONTROSE HEIGHTS STATION.

[redacted]

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 157

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed a request for a later pick up time for the outside collection box. That request has been forwarded to the Manager, Customer Services at the Montrose Heights Station. Decisions on collections times are based on available transportation, collecting all points to ensure timely arrival at the destination.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☒	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☒ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
(ple
Address:
Telephone number:

Date: 1-30-07

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

I do not like to leave mail in my home mailbox for pickup I drive everyday to PO for mailing (outgoing). I do not want to have to drive further to another location — I would like to have a later outside PU DRV - 5am 6PM —

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 160

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Your concerns about the limited available parking has been forwarded to the Manager, Customer Services at Montrose Heights Station to ensure employees that attend training at this facility utilize the rear parking lot. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☑	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☑ Yes ☐ No

If yes, which offices: Montrose

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☑ Shopping Ukrops, Kroger's
☑ Personal Needs CVS, Walgreens
☑ Banking Sunstar
☐ Employment
☑ Social Needs Poplar Springs Baptist Church

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7/3/07

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

There have been frequent times that I have stopped by Montrose to mail packages or buy stamps where I couldn't get a parking space due to it being a testing facility. The lines there are ridiculous! AMF is so much more convenient and quicker as well as, there's never an issue with parking. It would be a huge mistake to close it!

DOCKET NO 23250
ITEM NO 7
PAGE 163

Postmaster
Richmond, VA 23232-9998

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concerns about the expense you may incur to change the address on your stationery. Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 164

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☑
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☑
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☑ Yes ☐ No

If yes, which offices: Sandston Post Office

DOCKET NO 23250
ITEM NO 7
PAGE 165

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

PAXTON VAN LINES, INC.
P. O. Box 50335
Richmond, Virginia 23250-0335

Name: [redacted]
(please print your name)

Address: [redacted]

Telephone number: [redacted]

Date: 7/30/07

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

The cost of changing address on letterhead would be expensive. Please do not close AMF

Postmaster
Richmond, VA 23232-9998

DOCKET NO. 23250
ITEM NO. 7
166

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

	Postal Services	Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☐	☒	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☒ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☒ No
	If yes, please explain: _____		

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

☒ Yes ☐ No

If yes, which offices: SANDSTON — I DO NOT USE! CUST. SERVICE IS LACKING!

PLEASE DO NOT CLOSE AMF

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:

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

Richmond Area!!

☒ Shopping Williamsburg & Richmond West
☒ Personal Needs & Mechanicsville
☒ Banking Sandston
☒ Employment
☒ Social Needs Rich Area

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
(pl
Address: [redacted]
Telephone number [redacted] Date: 7/30/07

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

PLEASE DO NOT CLOSE the AMF.
THE CUSTOMER SERVICE IS WONDERFULL!
MAIL DROPPED INSIDE GETS TO DESTINATION
MUCH FASTER. CONVIENIENCE IS WONDERFULL

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 169

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☐	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☑ Yes occasionally. ☐ No

If yes, which offices: Sandston _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

N/A How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☑ Shopping _____
☑ Personal Needs _____
☐ Banking _____
☐ Employment _____
☑ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7-31-07

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

I would be very disappointed if the AMF office closed. This is most convenient to me during my travels for shopping, etc. Many times I do pass another office but prefer to go the extra distance to use the AMF office. Please re-consider.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 172

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern about the expense your company may incur to change the address on your company stationery. Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

There would be a huge expense on our part if we had to change P.O. Box numbers. New letterhead, envelopes, business cards, invoices, work orders, etc. That was the primary reason we went to a P.O. Box versus carrier delivery.

If you choose to close our post office, you need to allow the customers to continue using the same P.O. Box numbers. That may require an internal change as to where you send the mail and a merging of zip codes on your part but that would minimize the inconvenience and expense to the customer; same box number just different post office.

We use the Post Office daily but our biggest concern is the cost to us if you determine that we have to change post office box numbers. If that happens, we need to be compensated for the costs incurred by our company and other companies in the same boat as we are.

DOCKET NO 23250
ITEM NO 7
PAGE 174

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: That was a factor as to why we get a P.O. Box. + There would be a huge expense in changing our address - Letterhead, business cards, envelopes, etc. That was another factor in going to a P.O. Box - permanancy of address.

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7/31/07

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 176

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. There is a new Contract Postal Unit located at 1249 N Laburnum Ave, which has added convenience for customers. Most of these alternatives are easier and more convenient than a visit to the post office.

You also expressed concern over the loss of friendly and helpful service that is available at the AMF Station. Courteous and helpful service will be provided by the personnel at the Montrose Heights Station.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 177

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☐	☐	☐	☒ don't have a PO.
e.	Picking up general delivery mail	☐	☐	☐	☒ only when held request
f.	Buying money orders	☐	☐	☒	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒ N/A

Other Postal services:

a. Entering permit mailings ☒ Yes ☐ No
b. Resetting/Using postage meter ☒ Yes ☐ No

Nonpostal services:

a. Picking up government forms (such as tax forms) ☒ Yes ☐ No
b. Using for school bus stop ☐ Yes ☒ No Sr citizen w/no children
c. Assisting senior citizens, persons with disabilities, etc. ☒ Yes ☐ No
If yes, please explain: Showing patience, kindness & courtesy toward senior citizens. Explaining various ways to send pkgs. Mail. Mrs Trent always has a smile & is very knowledgeable
d. Using Public bulletin board ☐ Yes ☐ No
e. Other ☐ Yes ☐ No
If yes, please explain:

2. Do you pass another Post Office during business hours traveling to or from work, or shopping, or for personal needs? ☒ Yes ☒ No
If yes, which offices: SANDSTON — too crowded — long lines, not many parking areas — have to park @ Church (if space) — not easy in & out — lots of traffic

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:

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

☑ Shopping
☐ Personal Needs
☐ Banking
☐ Employment
☐ Social Needs

VA Center Commons
To Business / Shop on East End esp. Ave. around Laburnum

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
(pl
Address:
Telephone number:

Date: 4/3/17

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

AMF is so convenient & has enough parking for its patrons, Staff is very friendly & very helpful. AMF is more convenient than Klockner.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 179

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You stated that in the past you had problems with carrier delivery. All problems with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your delivery service and we do appreciate when customers report problems since it provides an opportunity to take corrective action.

You also expressed concerns over the loss of convenience if the AMF Station were discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
DATE 180

UNITED STATES
POSTAL SERVICE
July 27, 2007

[redacted]

Dear Postal Customer:

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

Briefly, we would like to provide post office box service, as well as the sale of stamps and all other customary postal services at the Montrose Heights Station, located 2.4 miles away. This would involve closing the retail unit at the AMF Station. Customers may also want to consider the convenience of home delivery. With this option, there is no need to travel to a post office for service. Stamps are available through our Stamps By Mail Program or by visiting the Postal Service Website, usps.com.

We estimate that consolidating the AMF retail operation with Montrose Heights Station would cost the Postal Service substantially less than maintaining the post office branch in the AMF and still provide regular and effective service. Customers who wish to continue post office box service may do so at the Montrose Heights Station located at 5300 Klockner Road. Retail services are also available at this location. Window service hours at the Montrose Heights Station are 8:30 a.m. to 5:00 p.m. on Monday to Friday and 9:30 a.m. to 12:30 p.m. on Saturdays. In addition, retail services are available at the Sandston Post Office, located 2.25 miles away. Window service hours at the Sandston Post Office are 8:30 a.m. to 5:00 p.m., Monday to Friday and 9:00 a.m. to 12:00 noon on Saturdays.

If a change is implemented, customers will be required to change their address to provide for effective delivery. Change of address forms will be provided and mail would be forwarded in accordance with Postal regulations. I invite you to think about a possible change in service. Please return the enclosed questionnaire by August 10, 2007, using the preaddressed envelope provided. Please be aware that, if we formalize a proposal, your questionnaires will become part of an official record and may be available for public viewing.

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Thank you for your assistance.

Sincerely,

Howard O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☒	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☒	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☒	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☒ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☒ Yes ☐ No

If yes, which offices: AMF

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☐ Shopping _____
☒ Personal Needs _____
☒ Banking _____
☒ Employment _____
☐ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
(pl
Address: [redacted]
Telephone number: [redacted] Date: Aug 2, 2001

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

DOCKET NO 23250
ITEM NO 7
PAGE 183

Kris Lydon

We have had a lot of problems with our mail delivery and pick up at our home. I carry all my bills to the AMF office and have had no problem getting my payment in on time. this office is much more convenient to me. It on my way back and forth to work. I sincerely hope to don't close this office.

[redacted]

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 184

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern that the lines were long at Montrose Heights Station. The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manager to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
DATE 185

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☒	☐
d.	Picking up Post Office box mail	☐	☒	☐	☐
e.	Picking up general delivery mail	☐	☒	☐	☐
f.	Buying money orders	☐	☐	☒	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h.	Sending Express Mail	☐	☐	☐	☒
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☒ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☒ Yes	☐ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: I like to check the FBI wanted list		

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

☒ Yes ☐ No

If yes, which offices: Yes I do pass by The Montrose Heights Station because the line can be all way Round the corner before you can by a stamp. I go to the AMF and get out quickly.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain: _____

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

☒ Shopping — Kroger, Food Lion, Wal-Mart
☐ Personal Needs
☒ Banking — Waccamaw
☒ Employment — Jackson Hewitt
☐ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
Address: [redacted]
Telephone number: [redacted] Date: 7-31-07

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

Please keep the AMF Station open. My uncle retired there. And I like that one best of all.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 33250
ITEM NO 7
PAGE 187

UNITED STATES POSTAL SERVICE

August 14, 207

[redacted]

[redacted]

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

You expressed concern that the lines were long at Montrose Heights Station. The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manager to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 188

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☐	☒	☐	☐
c.	Mailing parcels	☐	☐	☐	☒
d.	Picking up Post Office box mail	☐	☐	☐	☒
e.	Picking up general delivery mail	☐	☐	☐	☒
f.	Buying money orders	☐	☒	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐ - 2-3 Times year
h.	Sending Express Mail	☐	☐	☒	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☒ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☒ Yes	~~☒ No~~

If yes, please explain: Copy Machine — Stamp Machine

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

☒ Yes ☐ No

If yes, which offices: On Klockner But they close to early and are always to packed to get help - Even on Lunch Break I can't Use this post office on Klockner - East END I Like the post office at airport Everyone there is very helpful + Nice + Patient

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

- ☒ Shopping — Va - Center (K-Mart) Groceries - Walmart Kroger + Foodlion
- ☒ Personal Needs — Same as Above
- ☒ Banking — Suntrust
- ☐ Employment
- ☒ Social Needs — Don't Leave Community to often

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

But would Rather goto AMF Station

Name: [redacted]

Address: [redacted]

Telephone number: [redacted]

Date: 8/3/07

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

AMF Station is very Convient to Lots of people - All my family uses it - Because it is so much Quicker & nicer

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 190

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You stated that in the past you had problems with carrier delivery. All problems with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your delivery service and we do appreciate when customers report problems since it provides an opportunity to take corrective action.

You also expressed concern over the availability of parking at the Montrose Heights Station. Your concern has been forwarded to the Manager, Customer Services at Montrose Heights Station to ensure employees that attend training at this facility utilize the rear parking lot. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
P.O. NO 7
DATE 191

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☑	☐
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☑ Yes	☐ No

If yes, please explain: making copies

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

☐ Yes ☑ No

If yes, which offices: _____

DOCKET NO 23250
ITEM NO 7
PAGE 192

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: Have had problems in the past with mail theft.

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

☑ Shopping — ~~Coth~~ Chester
☐ Personal Needs
☑ Banking — Chester
☐ Employment
☐ Social Needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(pl
Address:
Telephone number:
Date: 7-31-07

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

DOCKET NO 23250
ITEM NO 7
PAGE 193

Have used Montrose Heights station in the past and they don't have adequate parking for the number of customers.

[redacted]

7-31-07

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 194

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 195

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☐	☑	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☑ Yes ☐ No

If yes, which offices: Hopewell Post office

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☑ Shopping South PARK MALL
☑ Personal Needs DRS - Hanover
☐ Banking
☑ Employment BAX GLOBAL Richmond
☑ Social Needs movies - Richmond

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name:_____
(pleas
Address:_____
Telephone number:_____ Date: 8/3/07

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

use airport post office because I have a mail box & convenient to my work for other mail sevices

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 197

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the loss of convenience if the AMF Station is discontinued. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☒	☐	☐
b.	Mailing letters	☒	☐	☐	☐
c.	Mailing parcels	☒	☐	☐	☐
d.	Picking up Post Office box mail	☒	☐	☐	☐
e.	Picking up general delivery mail	☒	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☒
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h.	Sending Express Mail	☒	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☒

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☒ Yes	☐ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☒ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☒ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: _____

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

☒ Shopping _____
☒ Personal Needs _____
☒ Banking _____
☒ Employment _____
☒ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted] Date: 7-31-2007

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

I work for a Federal government agency and we use this post office every day and sometimes several times a day to conduct business mailings. We need it for both personal and business.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
P-37 200

UNITED STATES
POSTAL SERVICE
August 14, 2007

[redacted]

[redacted]

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

You expressed concern that the lines were long at Montrose Heights Station. The Montrose Heights Station does have a heavier retail window workload. However, it is a priority of the station manager to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

You also mentioned that you have received misdelivered mail. The concern of misdelivered mail should be brought to the attention of the administrative manager. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at Montrose Heights Station , at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 201

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☒	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☐	☑
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☑ Yes	☐ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

DOCKET NO 23250
ITEM NO 7
PAGE 202

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☑ Worse

Please explain: I LIVE IN APARTMENT COMPLEX WITH ALL MAILBOXES IN ONE AREA. I FREQUENTLY GET MAIL NOT ADDRESSED TO MY ADDRESS.

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]
(pl[redacted]
Address: [redacted]
Telephone number: _____ Date: 8-1-07

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

SEE ATTACHED COMMENTS.

DOCKET NO 22250
ITEM NO 7
PAGE 203

August 6, 2007

Mr. Howard O'Connor
United States Postal Service
1801 Brook Rd
Richmond, VA 23232

Dear Sir,

I am writing to oppose the closing of the retail unit at the AMF Station located at Richmond International Airport. This facility provides a necessary service to thousands of people who work at and around the Airport. In addition to several hundred people who work at RIC, there are many businesses that employ thousands of people in the immediate area who use this facility.

On occasion, I have gone to the Montrose Heights Station for postal service. There is always a line with 6-12 people and frequently with only one postal clerk working the counter. If the AMS Station is closed, it would increase business at the already overloaded Montrose Station by at least 50%, thereby diminishing the quality of service to the public even more.

It is a fact that Richmond International Airport has experienced tremendous growth in the past three years. I would hope that the retail unit at the AMF Station would also continue to grow and not be closed.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
CAT NO 1
DATE 304

UNITED STATES POSTAL SERVICE
August 14, 2007

[redacted]

[redacted]

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

You expressed concern about the expense your company may incur to change the address on your company stationery. Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 205

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Picking up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☒ No
b.	Resetting/Using postage meter	☐ Yes	☒ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☒ No
b.	Using for school bus stop	☐ Yes	☒ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☒ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☒ No
e.	Other	☐ Yes	☐ No
	If yes, please explain: _____		

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

☐ Yes ☒ No

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☒ No opinion ☐ Worse

Please explain: _____

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

☒ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☒ Social Needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☒ Yes ☐ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted] Date: 8-7-07

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

We request that if the Richmond International Post Office closes that our PO Box numbers be moved to Montrose and that we also keep the same zip code. This move will cost our business a substantial amount of money due to changing stationery, checks, other forms etc.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
CITY NO 7
207

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern over the workload at the Montrose Heights Station. This station does have a heavier retail window workload. However, the station manager monitors the window operations to ensure that customers do not have an unreasonable wait to obtain services. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

You also expressed concern about the expense your company may incur to change the address on your company stationery. Mail will be forwarded in accordance with Postal regulations, and change of address forms will be available to assist customers in notifying their correspondents of the change. Customers may deplete their current supply of checks and stationery items and make the address corrections when ordering new supplies.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
TEP NO 7
PAGE 208

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☑	☐	☐	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☑	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

a.	Picking up government forms (such as tax forms)	☐ Yes	☑ No
b.	Using for school bus stop	☐ Yes	☑ No
c.	Assisting senior citizens, persons with disabilities, etc.	☐ Yes	☑ No
	If yes, please explain: _____		
d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No
	If yes, please explain: _____		

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

☐ Yes ☑ No

If yes, which offices: _____

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☑ No opinion ☐ Worse

Please explain: _____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☑ Yes ☐ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted] Date: 8-6-07

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

The service at Montrose is strained on a good day — how will increasing their workload improve my service?!! We will also have the burden of cost to notify approx. 3 thousand customers of our new address.

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
DATE 2/10

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern about the security of carrier delivery. All acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for that purpose. Customers may continue Post Office box service at the Montrose Heights Station.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO. 23250
EXHIBIT NO. 9
211

UNITED STATES
POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☑	☐
b.	Mailing letters	☐	☑	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☑	☐	☐	☐
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☐	☑	☐
i.	Buying stamp-collecting material	☐	☐	☑	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☑ No

If yes, which offices: _____

_____

_____

DOCKET NO 23250
ITEM NO 7
PAGE 212

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain: The Post Box allow me to pick mail and worry that anyone can pick up my mail once the mail man leaves it is the most secure

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

☐ Shopping
☒ Personal Needs
☒ Banking
☒ Employment
☒ Social Needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]
(ple
Address: [redacted]
Telephone number: [redacted] Date:

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

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 213

UNITED STATES POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You stated that in the past you had problems with carrier delivery. All problems with delivery service should be brought to the attention of the appropriate manager. The Postal Service regrets any problems you may have had with your delivery service and we do appreciate when customers report problems since it provides an opportunity to take corrective action.

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

If you have additional questions, you may contact Mathew Wheeler, Manager, Customer Services, at 804-226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

Postmaster
Richmond, VA 23232-9998

DOCKET NO. 23250
ITEM NO. 7
DATE 214

UNITED STATES
POSTAL SERVICE
July 27, 2007

[redacted]

[redacted]

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

Briefly, we would like to provide post office box service, as well as the sale of stamps and all other customary postal services at the Montrose Heights Station, located 2.4 miles away. This would involve closing the retail unit at the AMF Station. Customers may also want to consider the convenience of home delivery. With this option, there is no need to travel to a post office for service. Stamps are available through our Stamps By Mail Program or by visiting the Postal Service Website, usps.com.

We estimate that consolidating the AMF retail operation with Montrose Heights Station would cost the Postal Service substantially less than maintaining the post office branch in the AMF and still provide regular and effective service. Customers who wish to continue post office box service may do so at the Montrose Heights Station located at 5300 Klockner Road. Retail services are also available at this location. Window service hours at the Montrose Heights Station are 8:30 a.m. to 5:00 p.m. on Monday to Friday and 9:30 a.m. to 12:30 p.m. on Saturdays. In addition, retail services are available at the Sandston Post Office, located 2.25 miles away. Window service hours at the Sandston Post Office are 8:30 a.m. to 5:00 p.m., Monday to Friday and 9:00 a.m. to 12:00 noon on Saturdays.

If a change is implemented, customers will be required to change their address to provide for effective delivery. Change of address forms will be provided and mail would be forwarded in accordance with Postal regulations. I invite you to think about a possible change in service. Please return the enclosed questionnaire by August 10, 2007, using the preaddressed envelope provided. Please be aware that, if we formalize a proposal, your questionnaires will become part of an official record and may be available for public viewing.

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Thank you for your assistance.

Sincerely,

Howard O'Connor

1801 Brook Rd
Richmond VA 23232-9998

Kris Lydon 1801 Brook Rd 23232-9698

DOCKET NO 23250
ITEM NO 7
DATE 215

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☑	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☑
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h.	Sending Express Mail	☐	☑	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: _____

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☐ Yes	☑ No

If yes, please explain: _____

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

☑ Yes ☐ No

If yes, which offices: Montross Heights & Sondston

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

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

☑ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☑ No

Name: [redacted]
(pl
Address:
Telephone number: [redacted] Date: 8-2-07

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

The AMF Station is the only station that gets my mail out & delivered on time My home delivery Stinks!

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23250
ITEM NO 7
PAGE 217

UNITED STATES
POSTAL SERVICE

August 14, 2007

[redacted]

[redacted]

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

You expressed concern about the security of carrier delivery. All acts of vandalism or theft should be reported to the local law enforcement officials. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for that purpose. Customers may also continue Post Office box service at the Montrose Heights Station.

You also expressed concern over the loss of convenience if the AMF Station was discontinued since your business frequents this station. Many postal products and services can be accessed without a visit to the post office. Postage can be purchased through the Stamps by Mail or Stamps by Fax program. On the Postal Service Website, usps.com, a customer can purchase stamp products, print shipping labels and postage, and arrange a pick-up. Most of these alternatives are easier and more convenient than a visit to the post office.

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

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Sincerely,

Howard G. O'Connor

1801 Brook Rd
Richmond VA 23232-9998

DOCKET NO 23250
7
218

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☑	☐	☐
b.	Mailing letters	☑	☐	☐	☐
c.	Mailing parcels	☐	☐	☑	☐
d.	Picking up Post Office box mail	☑	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☑
f.	Buying money orders	☐	☐	☑	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑ yes, but ☐ rare
h.	Sending Express Mail	☐	☐	☐	☑ yes ☐ but rare
i.	Buying stamp-collecting material	☐	☐	☐	☑

Other Postal services:

a.	Entering permit mailings	☐ Yes	☑ No
b.	Resetting/Using postage meter	☐ Yes	☑ No

Nonpostal services:

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

If yes, please explain: on occasions when folks had to mail either before or after Air Travel @ the Airport

d.	Using Public bulletin board	☐ Yes	☑ No
e.	Other	☑ Yes	☐ No

If yes, please explain: COPIER 1-2 times per month
This post office is the most convenient & efficient of any

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

☐ Yes ☑ No

If yes, which offices: _____

DOCKET NO. 23250
ITEM NO. 7
PAGE 219

If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☒ Worse

Please explain:
1) Danger of ID theft.
2) Mail box on route delivery has been Vandalized
3) Both personal & Business Mail is SECURED at present Servi

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

- ☒ Shopping — Everywhere: Glen Allen, East-End, Chesterfiel
- ☒ Personal Needs — " " " "
- ☒ Banking — " " " "
- ☒ Employment — All over the State
- ☒ Social Needs — Everywhere:

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

☒ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☒ No

Name: [redacted]

Address: [redacted]

Telephone number: [redacted]

Date: 07/30/2007

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

Please! Do Not Close AMF Station

It is very necessary for my Small Business We utilize the facility average 5-6 days per week Montrose Station ~~is not~~ is not an option for us; we would make other arrangements if we had to, but with difficulty.

Thank You.

[redacted]

Postmaster
Richmond, VA 23232-9998

DOCKET NO 23256
ITEM NO 6
PAGE 1

UNITED STATES
POSTAL SERVICE

July 27, 2007

[redacted]

[redacted]

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

Briefly, we would like to provide post office box service, as well as the sale of stamps and all other customary postal services at the Montrose Heights Station, located 2.4 miles away. This would involve closing the retail unit at the AMF Station. Customers may also want to consider the convenience of home delivery. With this option, there is no need to travel to a post office for service. Stamps are available through our Stamps By Mail Program or by visiting the Postal Service Website, usps.com.

We estimate that consolidating the AMF retail operation with Montrose Heights Station would cost the Postal Service substantially less than maintaining the post office branch in the AMF and still provide regular and effective service. Customers who wish to continue post office box service may do so at the Montrose Heights Station located at 5300 Klockner Road. Retail services are also available at this location. Window service hours at the Montrose Heights Station are 8:30 a.m. to 5:00 p.m. on Monday to Friday and 9:30 a.m. to 12:30 p.m. on Saturdays. In addition, retail services are available at the Sandston Post Office, located 2.25 miles away. Window service hours at the Sandston Post Office are 8:30 a.m. to 5:00 p.m., Monday to Friday and 9:00 a.m. to 12:00 noon on Saturdays.

If a change is implemented, customers will be required to change their address to provide for effective delivery. Change of address forms will be provided and mail would be forwarded in accordance with Postal regulations. I invite you to think about a possible change in service. Please return the enclosed questionnaire by August 10, 2007, using the preaddressed envelope provided. Please be aware that, if we formalize a proposal, your questionnaires will become part of an official record and may be available for public viewing.

If you have any questions, you may call Mathew Wheeler, Manager, Customer Services at Montrose Heights Station at (804) 226-2759.

Thank you for your assistance.

Sincerely,

Howard O'Connor

1801 Brook Rd
Richmond VA 23232-9998

UNITED STATES POSTAL SERVICE

POSTAL SERVICE CUSTOMER QUESTIONNIARE

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

Postal Services		Daily	Weekly	Monthly	Never
a.	Buying stamps	☐	☐	☐	☐
b.	Mailing letters	☐	☐	☐	☐
c.	Mailing parcels	☐	☐	☐	☐
d.	Picking up Post Office box mail	☐	☐	☐	☐
e.	Picking up general delivery mail	☐	☐	☐	☐
f.	Buying money orders	☐	☐	☐	☐
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h.	Sending Express Mail	☐	☐	☐	☐
i.	Buying stamp-collecting material	☐	☐	☐	☐

Other Postal services:

a.	Entering permit mailings	☐ Yes	☐ No
b.	Resetting/Using postage meter	☐ Yes	☐ No

Nonpostal services:

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

If yes, please explain: _____

_____

_____

_____

d.	Using Public bulletin board	☐ Yes	☐ No
e.	Other	☐ Yes	☐ No

If yes, please explain: _____

_____

_____

_____

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

☐ Yes ☐ No

If yes, which offices: _____

_____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service, complete this section.

How do you think carrier route delivery service to your residence or business would compare with your present service?

☐ Better ☐ Just as Good ☐ No opinion ☐ Worse

Please explain:_____

_____

_____

_____

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

☐ Shopping _____
☐ Personal Needs _____
☐ Banking _____
☐ Employment _____
☐ Social Needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the AMF Station was discontinued?

☐ Yes ☐ No

Name:_____
(please print your name)

Address:_____

Telephone number:_____ Date:_____

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

DOCKET NO 23250
ITEM NO 5
PAGE 1

MARKETING
RICHMOND DISTRICT

UNITED STATES
POSTAL SERVICE

July 26, 2007

MEMORANDUM TO: Manager, Montrose Heights Station
Richmond VA 23231-9998

SUBJECT: Letters to AMF Station Customers

On Friday, July 27, 2007, please deliver these letters with enclosures to all AMF Station customers. In addition, one copy of the letter must be round-dated and posted in the lobby of the AMF Station. Extra copies of the letter, questionnaires and return envelopes are included for distribution upon request at the window.

Please take down the posting at the close of business on Friday, August 10, 2007, and round-date it at that time. Send the posting and all related materials back to Kris Lydon, P O Review Coordinator, 1801 Brook Rd., Richmond VA 23232-9640. Ensure both dates are on the notice.

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

Kris Lydon
Post Office Review Coordinator

Enclosures

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

FAX: 804-775-6363

Facility Detail Report

Run Date: 09:14:20 Mar-14-2007

23250 4 1

DOCKET NO
ITEM NO
PAGE

Facility Description Data

Finance-Sublocation: [redacted]
Post Office-Unit Name: RICHMOND-AIR MAIL FACILITY
Street Address: 5251 AIR EXPRESS RD
City: RICHMOND State: VA Zip Code: 23250-9998 County: RICHMOND (IND
Postmaster:
Postmaster Phone:

Resp Area./District: KD
Land Code: Leese
Land Cost: $0 Land FMV: $0.00
BuildingCode: Lease
Building Cost: $0 Building FMV: $0.00
Facility Status: Active

Miscellaneous Management Data

Type of Quarters: Air Mail Center/Facility
Building Acquistion: Leased, New Construction
Land Date Acquired: 06/01/1989
Date Last Painted: 06/01/2089
Date Last Measured:
Look Out Galleries: No
Number of Elevators: 0

Land Owned by Indian Nation: No

USPS Tenant: Not Applicable
Bldg Type Const.: Steel Frame
Facility Use Code: Mail Processing
Maintenance Resp: USPS (Not Roof)
Air Conditioning: Packaged
Prim Fuel Type: LP Gas
Scnd Fuel Type: None
Electricity: USPS
Heat: USPS
Trash Removal: USPS

Water: USPS
Sewerage: USPS
Snow Removal: Landlord
Custodial Service: USPS
Customer Service Code: No Delivery or Retail Services
Handicap Accessible: Unknown
Asbestos: Not Applicable
Historic Status: Unknown
Next MS7 Inspection: MIGRATION
Last MS7 Inspection: MIGRATION

Building Life:
Remaing Bldg Life:
Year Built:
Building Date Occupied: 06/01/1989

GSA Identification Codes

Installation Number: 10899 State Code: 51 City Code: 2060 County Code: 760 Usage Code: 14 Region: Building Number: 99999999

Real Property Information

CAG Code: A
Cost Per SqFt: $0.00
> > >

Capitalization:
Real Property Status: *
Amortization: A

Annual Depreciation: $0.00
Accum Depreciation: $0.00
Undepreciated Balance: $0.00

Comments:

Lease Information

Lease Eff.Date: 06/01/2004
Lease Exp.Date: 05/31/2009
Annual Rent: $240,000.00
Lease Status: Active
Paint Clause: No Paint Clause

Termination Notice Days Req'd:
Renewal Opts Days Notice Req'd: 180
Purchase Option Price:
Purchase Date:
Purchase Option Type:

Owner
Name: [redacted]
Address: [redacted]

Payee Phone: [redacted] Tax ID: [redacted]
Name: [redacted]
Address: [redacted]

Lease Option (Active Lease Id: X00000000493)

Type	Eff.Date	Exp.Date	Status	Project	Ann Rent
Base	06/01/89	05/31/04	Completed	D87666	$313,353.00
Renewal	06/01/04	05/31/09	Active	D87736	$240,000.00

Lease Options (Not Active)

LeaseId	Type	Eff.Date	Exp.Date	Status	Project	Ann Rent

Area Information

Interior, USPS	22,000
Exterior Parking, USPS	29,290
Exterior, Platform and Ramp	1,186
Exterior, Total Site	49,590

Total Facilities: 1

Demographic and Income Profile

DOCKET NO 23250
ITEM NO 3
PAGE 1

Ad Hoc Query
5261 Air Express Rd
Richmond, VA 23250

Latitude: -77.33675
Longitude: 37.50383
Site Type: Circle
Radius: 3.0 mile(s)

Summary	2000	2007	2012
Population	24,725	27,643	29,768
Households	9,843	11,152	12,078
Families	6,784	7,358	7,732
Average Household Size	2.49	2.46	2.45
Owner Occupied HUs	6,430	7,275	7,906
Renter Occupied HUs	3,413	3,877	4,171
Median Age	34.5	36.1	36.7

Trends: 2007-2012 Annual Rate	Area	State	National
Population	1.49%	1.52%	1.30%
Households	1.61%	1.57%	1.33%
Families	1%	1.18%	1.08%
Owner HHs	1.68%	1.63%	1.41%
Median Household Income	3.19%	3.45%	3.32%

	2000		2007		2012	
Households by Income	Number	Percent	Number	Percent	Number	Percent
< $15,000	1,287	13.1%	1,084	9.7%	970	8.0%
$15,000 - $24,999	1,165	11.8%	961	8.6%	790	6.5%
$25,000 - $34,999	1,628	16.5%	1,251	11.2%	1,004	8.3%
$35,000 - $49,999	2,140	21.7%	2,126	19.1%	1,971	16.3%
$50,000 - $74,999	2,351	23.9%	2,909	26.1%	3,041	25.2%
$75,000 - $99,999	796	8.1%	1,624	14.6%	2,024	16.8%
$100,000 - $149,999	351	3.6%	958	8.6%	1,812	15.0%
$150,000 - $199,000	57	0.6%	136	1.2%	280	2.3%
$200,000+	66	0.7%	106	1.0%	187	1.5%
Median Household Income	$40,460		$50,989		$59,663	
Average Household Income	$46,655		$58,537		$69,295	
Per Capita Income	$18,490		$23,672		$28,170	

	2000		2007		2012	
Population by Age	Number	Percent	Number	Percent	Number	Percent
0 - 4	1,839	7.4%	2,017	7.3%	2,151	7.2%
5 - 9	1,960	7.9%	1,865	6.7%	1,983	6.7%
10 - 14	1,880	7.6%	1,963	7.1%	1,958	6.6%
15 - 19	1,625	6.6%	1,939	7.0%	1,954	6.6%
20 - 24	1,482	6.0%	1,813	6.6%	2,010	6.8%
25 - 34	3,782	15.3%	3,801	13.8%	4,186	14.1%
35 - 44	4,085	16.5%	4,101	14.8%	3,981	13.4%
45 - 54	3,279	13.3%	4,173	15.1%	4,444	14.9%
55 - 64	1,973	8.0%	2,857	10.3%	3,643	12.2%
65 - 74	1,486	6.0%	1,484	5.4%	1,739	5.8%
75 - 84	1,015	4.1%	1,198	4.3%	1,154	3.9%
85+	321	1.3%	430	1.6%	564	1.9%

	2000		2007		2012	
Race and Ethnicity	Number	Percent	Number	Percent	Number	Percent
White Alone	12,914	52.2%	13,451	48.7%	13,819	46.4%
Black Alone	10,869	44.0%	12,853	46.5%	14,243	47.8%
American Indian Alone	158	0.6%	185	0.7%	209	0.7%
Asian Alone	161	0.7%	233	0.8%	299	1.0%
Pacific Islander Alone	4	0.0%	4	0.0%	5	0.0%
Some Other Race Alone	226	0.9%	343	1.2%	459	1.5%
Two or More Races	394	1.6%	573	2.1%	734	2.5%
Hispanic Origin (Any Race)	438	1.8%	675	2.4%	905	3.0%

Data Note: Income is expressed in current dollars.

Source: U.S. Bureau of the Census, 2000 Census of Population and Housing. ESRI forecasts for 2007 and 2012.

©2007 ESRI

Demographic and Income Profile

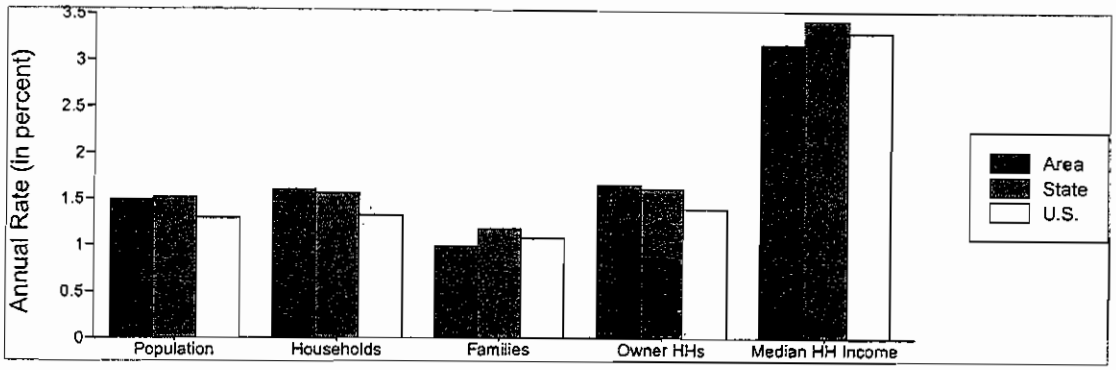
DOCKET NO 23250
ITEM NO 3
PAGE 2

Ad Hoc Query
5261 Air Express Rd
Richmond, VA 23250

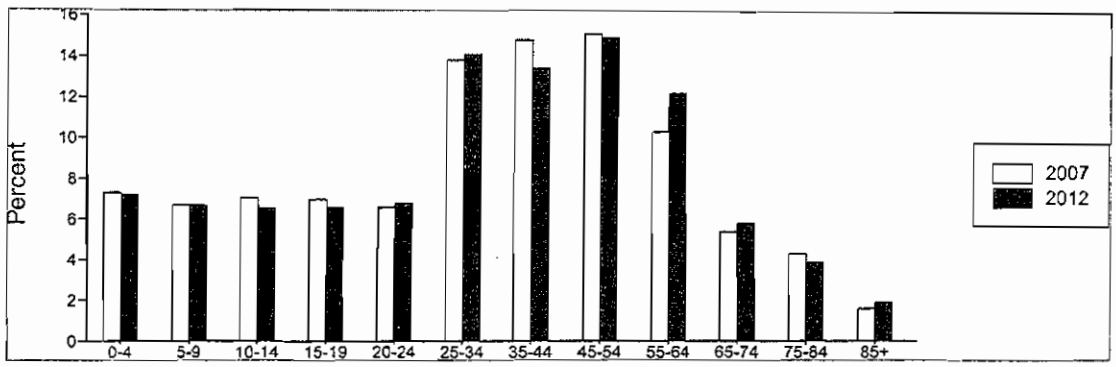
Site Type: Circle

Latitude: -77.33675
Longitude: 37.50383
Radius: 3.0 mile(s)

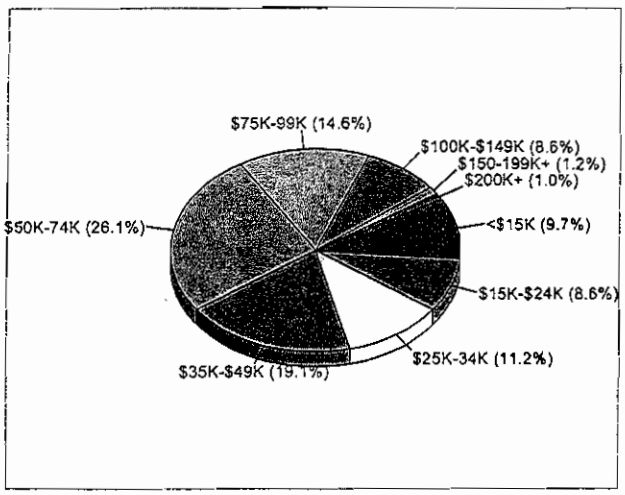
Trends 2007-2012



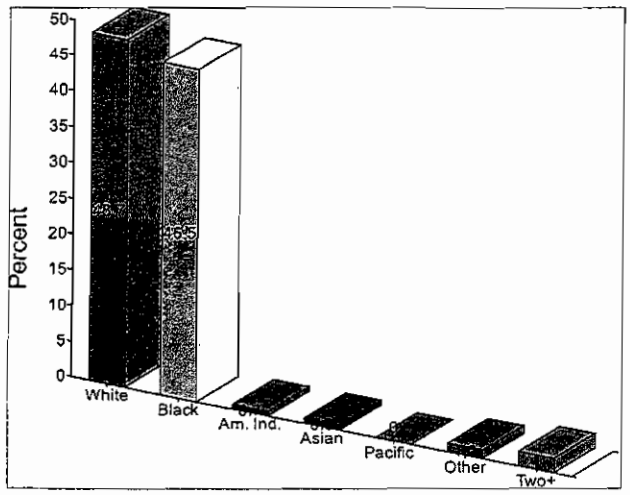
Population by Age



2007 Household Income



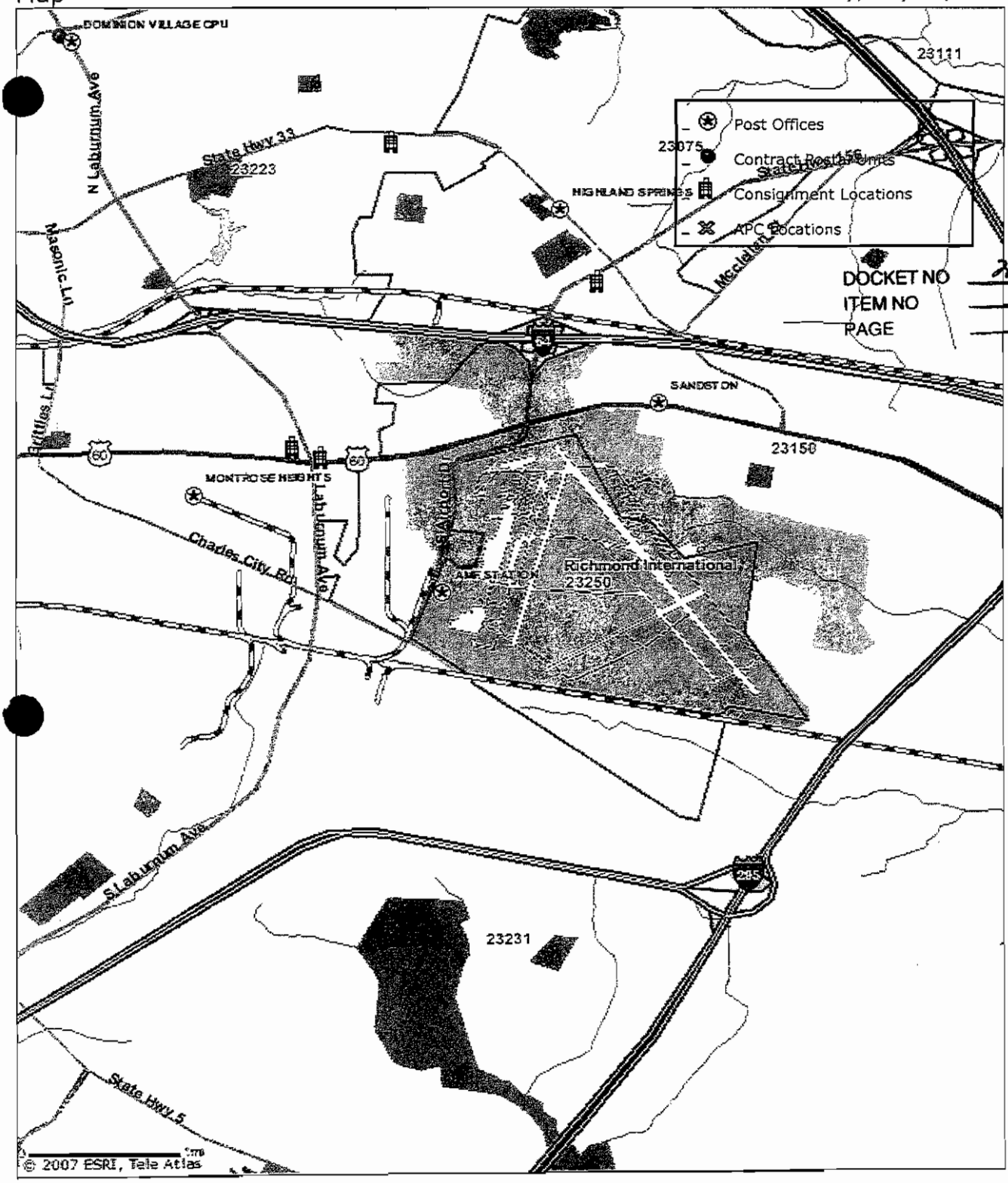
2007 Population by Race

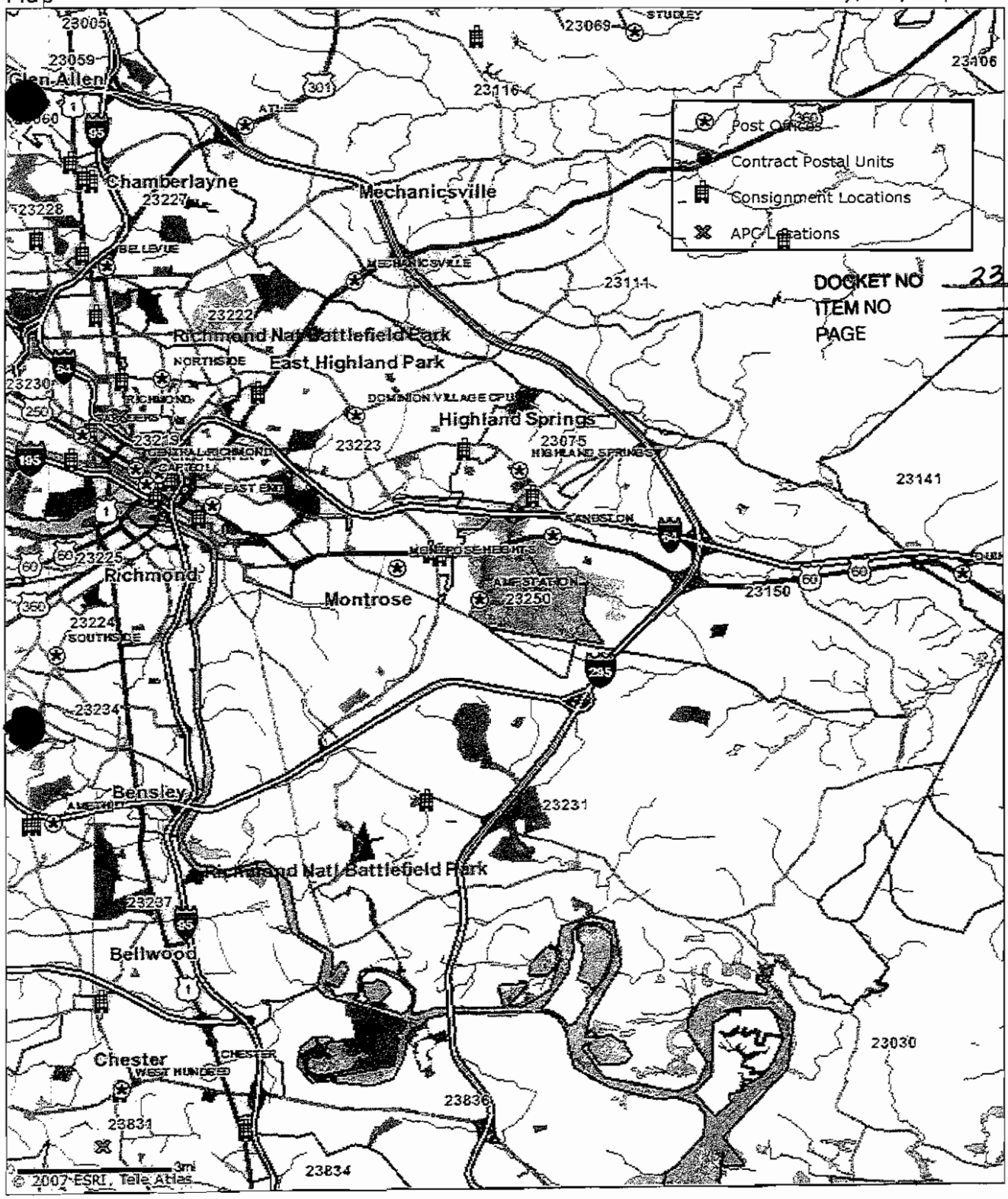


2007 Percent Hispanic Origin: 2.4%

Map

Tuesday, July 24, 2007





DOCKET NO 23250
ITEM NO 2
PAGE 2

DOCKET NO 23250
ITEM NO 1
PAGE 1

POSTMASTER RICHMOND

UNITED STATES POSTAL SERVICE

July 10, 2007

MEMORANDUM FOR : JACOB L CHEEKS
RICHMOND DISTRICT MANAGER

SUBJECT: Authority to Conduct Investigation

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

POST OFFICE NAME: AMF Station, Richmond VA
ZIP+4 CODE: 23250-9998
EAS LEVEL: Classified Station/Branch of Richmond / EAS 26
FINANCE NUMBER: [redacted]
COUNTY: City of Richmond

NUMBER OF CUSTOMERS:

Post Office Box	148
General Delivery	0
Rural Route	0
HCR	0
Intermediate	0
City Delivery	0
Total Customers	148

The AMF Station in Richmond, VA is currently located in the Richmond International Airport. The mail processing unit is currently in the process of relocating operations that occupy this space. It is not feasible to continue the annual rental of this large space for the retail unit. With the close proximity of the Montrose Heights Station, I propose to discontinue this finance unit. Delivery service will be provided to tenants of the airport through boxes located in the airport. All other patrons can be accommodated at the Montrose Heights Station. Regular and effective service can be provided to the AMF Station customers through the Montrose Heights Station.

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

Howard O'Connor
Postmaster, Richmond

Approval to Study for Discontinuance:

District Manager

7/11/07
Date

1801 BROOK ROAD
RICHMOND VA 23232-9998
804-775-6393