

February 22, 2010

Ruth Goldway, Chairman
Postal Regulatory Commission
901 New York Ave. NW, Suite 200
Washington, D.C. 20268

Regarding: Docket P12010-1, investigation of suspended post offices.

Dear Ms. Goldway,

Please accept the attached correspondence concerning the suspension of the Crescent Lake, Oregon Post Office, as evidence for P1210-1. This correspondence is from the Central Cascades Fire & EMS Board of Directors which is the only elected body in our small rural community in the mountains of Oregon.

We also respectfully request that the PRC include all documents submitted on our behalf related to the original docket #97425 dated February 2, 2009.

Thank you for your consideration. We appreciate the opportunity to have our concerns and issues heard under your review and investigation.

Sincerely,

R.R. Carlson, Account Holder
Secretary, Board of Directors
Central Cascades Fire&EMS

February 18, 2010

Mr. Tim Anderson
Portland District Manager, USPS
PO Box 3609
Portland, Or 97208-3609

Regarding: Crescent Lake, Oregon 97425 (Investigation of suspended Post Offices
Docket P12010-1)

Dear Sir,

It has come to our attention that once again the USPS has misled the community of Crescent Lake about their postal services and postal identity.

Despite the lengthy involvement of our Central Cascades Fire & EMS District to provide a neutral sounding board and constructive environment to facilitate service restoration we find that there have been numerous contradictory statements, lack of communication, and outright errors in answers given to us and community members.

We have hosted many community meetings where commitments were made by the USPS personnel to resolve community service questions and concerns. As we reflect on our early agreement with the USPS to use our District property to facilitate emergency service for the community we can only conclude that we erred in believing the representatives of USPS. Recent documentation received from our Chief further confirms our belief that those commitments could not have been from appropriate decision makers.

From late 2005 until 2009 we received scattered information that our local postal services were under review. Based upon our role as a community source for information we had confirmed we would be engaged by the USPS as determinations proceeded. We and our community take no serious issue over public agencies finding ways to save operating costs, even at our own expense. We do become seriously concerned when we are disregarded and put aside by a lack of management and professional courtesy. I have personally chaired many meetings and the community has seen us as facilitators. It is apparent to this Board we were not regarded as such by the USPS. If so, common courtesy would have been extended to us and the Crescent Lake Community.

Our local telephone directory clearly indicates “**Crescent Lake Post Office (Temporarily located at Crescent Post Office).....433 2238**”. This listing is approved

and paid for by the USPS but apparently not been practiced, announced or directed to where our postal patrons receive their mail.

The 2009 document “Docket 97425” provided to us by our Chief indicates it was a public posting at Crescent PO for the month of February 2009. This is news to most of us. This information was not seen or judged by us or our community at large. The document conveniently avoids details prior to the order and does not include some important questions from meetings and also provides answers that are simply not true. For example, emergency suspensions were questioned in some depth with the understanding there was some latitude in distance to a temporary location as well as required communications. Locations of announcements were also questioned. In more than one case we were told the local retail service would be provided by the HCR. This is also not the case. It is important to understand that several meetings were held locally but not all are referenced in the docket; it is incomplete. The final determination was directed to a bulletin board 15 miles distant from our local community but 39 miles from Odell Lake and 29 miles from Two Rivers which are parts of our service area.

This last statement is absolutely contrary to what USPS informed our Board of Directors over several years and various meetings. We and local patrons were assured that notices would be sent to Crescent Lake giving them an opportunity to appeal that decision if it occurred. It appears to everyone here that we are involved in a delay and avoidance tactic. How can anybody justify posting a notice as much as 39 miles away in the dead of winter as a reasonable way to gather public input or provide a reasonable opportunity for appeal? The answer appears to be; they do not care enough! The same posting could have been brought to our Crescent Lake drop station and posted on the local board. After all, local patrons receive their mail at the drop, not the temporary post office! We recognize that some involved parties may not know of USPS commitments, our area, geography, rich postal history and natural impediments to service but that should not be our problem. Had we been engaged in the on going process as we started it may not be an issue now and certainly we would not be surprised after the fact.

Having been the recipient of much frustration over a 4 year period we see the **primary issues** as follows:

LOCAL RETAIL SERVICES

-We knew changes were inevitable but not recognizing the problematic results of USPS actions placed their desired result above patron and community needs. We were led to believe service would be provided locally via the HCR for retail functions. These included posting packages and mail each operating day between 1 and 2pm. This has never been provided.

COMMUNITY AND ZIP CODE IDENTITY

-Local and code identity in Crescent Lake is important for several reasons. Name familiarity in the same zip code leads to processing and distribution errors and most

commercial and business software programs are loaded with the community name and zip codes. Also the USPS unannounced practice of auto labeling returned mail for address changes to senders was a catastrophic blunder implemented as if we were closed. These examples resulted in all patrons experiencing lost and misdirected mail, returned critical mail, credit card failures in fuel stations, purchasing failures, failure of auto payments, security clearances questioned/delayed, account cancellations and much more. Even drivers licenses have been questioned. These were caused by USPS operations despite the fact that the facility was a “temporary **Crescent Lake post office**”. This was absurd since changes imposed by USPS operations effectively closed the identity of the post office. This has been the case for over 4 years. Other than a posted Determination Order not one single thing has changed.

A unique zip code could solve 90% of the issues. It cannot be the current Crescent code of 97733 because most systems will not accept Crescent Lake with the same zip code as Crescent. This identity condition exists elsewhere in the USPS and appears to be fixable.

It is a shame that we find ourselves the recipient of so many problems at the hands of a government agency who should know more about information processing. The real tragedy and condemnation is that we are dealing with people who don't know the results of their actions. If we are that unique find the answer that serves the patrons of **Crescent Lake** without hiding behind the paperwork and regulations that have taken 4 years to “get it wrong”. I have not found one resident of the community that has not had problems and they continue as these sorry examples demonstrate.

Sincerely,

Steven K. Stewart, President
Central Cascades Fire and EMS
Board of Directors

Cc. Postal Regulatory Commission
U.S. Senator Ron Wyden
U.S. Senator Jeff Merkley
U.S. Representative Greg Walden