



Crescent Lake Community Action Team (CLCAT)

Postal Regulatory Commission
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February 22, 2010

Postal Regulatory Commission
901 New York Avenue NW Suite 200
Washington, DC 20268-001

ATT: Richard Oliver-Docket # PI 2010-1

Re: Addendum to the Appeal of the Suspension of Crescent Lake Oregon Post Office Docket PI-2010-1.

Dear Postal Regulatory Commission,

Our Crescent Lake Post office zip code 97425 was apparently suspended on December 6, 2005, because the store that housed the post office was destroyed by fire. At the time we lost our post office, we also lost much of our town's identity, and a gathering place for friends in our remote mountain resort village. At the time of the fire our post office had transitioned and expanded from a Third Class post office (135 units) to a Second Class (260 units) post office.

As of February 18, 2010, we are still unable to find anyone in our resort town who had received a letter stating what is going to happen to our post office from Kim Anderson, District Manager, United States Postal Service (USPS). We had only received letters stating that the mail needed to be processed out of the Bend, Oregon Distribution Center.

However since the community has submitted a packet to Docket PI-2010-1 we have now had contact from Kim Anderson, District Manager. In the first letter, **Attachment A**, Kim Anderson, District Manager; states that the community "was offered curb side delivery or continue to have Post Office Box services." The one glaring omission in this letter, dated January 20, 2010, from

PO Box 1176

Crescent Lake, OR

97733

Kim Anderson, District Manager, is that there was no mention that our post office had been officially closed. In another letter, **Attachment B**, from Kim Anderson, District Manager, dated January 26, 2010, he states "We are currently reviewing all possible options available that would meet the community's need and enhance postal services in the area. I hope to finalize our research and respond to you by February 15, 2010." Once again no mention that the post office was officially closed in 2009. Then again in Kim Anderson's third letter, dated February 12, 2009, **Attachment C**, he asked for a meeting. "...I propose a meeting to discuss our concerns and possible accommodations for the Crescent Lake Community." Once again, no mention that the post office had been officially closed in 2009.

In the letter from the Postal Regulatory Commission, dated December 3, 2009, **Attachment D**, there is no mention that our post office had been officially closed in 2009. In fact the letter implies that the PRC had not been informed of a change in status in 2009 and that our Crescent Lake Post Office was on a suspension list.

The above mentioned letters, **Attachment A through C**, from Kim Anderson, District Manager, were addressed to Chief Tim Cramblit, Central Cascades Fire & EMS; one of our towns well respected leading officials. Chief Cramblit did meet with representatives, chosen by Kim Anderson, District Manager. This meeting took place on February 17, 2010 in Eugene, Oregon. The official met with Scott Foster, Manager, Post Office Operations and Catherine M. Lajune, Bend Postmaster. Apparently, at this meeting the tone of the hand selected USPS representatives was arrogant and condescending. Chief Cramblit spoke with me regarding the meeting and the treatment that was received.

However, the community learned from this meeting some very interesting facts.

- A. Zip codes are to be used by the USPS for routing mail. That shipping and delivery companies are not to use or rely on zip codes for their purposes. Shipping and delivery companies are to use only the address that is issued by county/state officials.
- B. Allegedly the intent to close the Crescent Lake Post Office was posted in another community over 17 + miles away in 2008. No notice given to Crescent Lake Post Office box holders. However, the USPS representatives were not clear as to where the actual posting took place.
- C. Allegedly the final decision to close the Crescent Lake Post Office was posted in a community over 17+ miles away in 2009. No notice given to Crescent Lake Post Office box holders. However, the USPS representatives were not clear as to where the actual posting took place.
- D. That apparently the zip code 97425 will remain unused for 10 years after the closing to ensure proper mail delivery and that the zip code has been officially closed. This is of interest to the community since the zip code was listed as "active" on the USPS website until just prior to the meeting on February 17, 2010. Please read article from Keith Chu, The Bulletin, February 16, 2010, **Attachment E**.
- E. Also learned at this meeting, that was proposed by Kim Anderson, District Manager, was that the representatives that he chose did not have the authority to decide anything. That they were not given the authority to help the community and were not given the authority to correct any issues. These hand picked representatives were sent to the meeting apparently not to "discuss ... concerns and possible accommodations for the Crescent Lake community." Why waste someone's time? Why waste USPS employees time?

Apparently, since the letters in the **Attachments A through D** show that no one was informed of the decision to close the Crescent Lake Post Office and since the zip code 97425 was active as of February 15, 2010, one of the conclusions that can be drawn is the USPS District Manager and his hand picked representatives, hastily manufactured a document that really did not exist prior to our appeal packet on January 14, 2010. Another conclusion is that the closure announcement was done in **secret** so that the community would not be given the chance to appeal. Are other communities, that sent in packets to the PRC, being harassed? Are we the only community that is being treated in such a condescending manner?

We object to this treatment because it is really a closing without giving us our rights according to Title 39. I am requesting that the PRC place the Crescent Lake Oregon Post Office back on the suspension list and give us the opportunity to appeal the closure. We should have had 60 days to object and 30 days to contact the PRC. And that a notice be sent directly to the Crescent Lake Postal Patrons on where the announcement is located and how to access information regarding an appeal process.

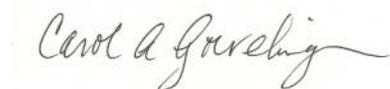
We also object for the following reasons:

1. Not given any information of the first notice of intent to close the Crescent Lake Oregon Post Office.
2. Not given any information regarding the final decision to close the Crescent Lake Oregon Post Office. Apparently, the PRC was not given any information regarding a possible closure of the Crescent Lake Oregon Post Office.
3. Apparently, even the District Manager, Kim Anderson, did not know he had closed the Crescent Lake Oregon Post Office.
4. Where the community collects its mail is a very nice modern building that is available to house the Crescent Lake Oregon Post Office and can be used to notice the postal patrons of pending actions to close the Crescent Lake Oregon Post Office.
5. Apparent confusion by the USPS representatives, at the February 17, 2010 meeting with Chief Cramblit as to the location of the postings for the intent to close and also the final closure notice. The USPS representatives continually mixed up Crescent and Crescent Lake as to the location of the postings.
6. How can the USPS expect the postal patrons of Crescent Lake, Oregon to know that their Crescent Lake Oregon Post Office had been officially closed when the District Manager, Kim Anderson, the person who makes the decision to officially close post offices, did not even know he had officially closed the Crescent Lake Oregon Post Office? And it appears from the attached correspondence that the PRC did not know that the USPS had officially closed the Crescent Lake Oregon Post Office.

I would like to thank the PRC for your attention and interest regarding how small towns and communities are being treated by the USPS. The arrogant attitude that seems to prevail across this country is truly shocking. I have read some of the other comments by other communities and it is distressing that an organization, an agency of our government, can abuse and mistreat the public in this way.

If you have any other questions or concerns please contact me at: 541-433-2218 or
cgoevelinger@centurytel.net.

Respectfully,



Carol Goevlinger
President
Crescent Lake Community Action (CLCAT) Team

Attachments:

- Attachment A:** Letter from Kim Anderson; District Manager, Dated: January 20, 2010
- Attachment B:** Letter from Kim Anderson; District Manager, Dated: January 26, 2010
- Attachment C:** Letter from Kim Anderson; District Manager, Dated: February 12, 2010
- Attachment D:** Letter from Postal Regulatory Commission (PRC), Dated: December 3, 2009
- Attachment E:** Article from The Bulletin; Keith Chu, Reporter, Dated: February 16, 2010
- Attachment F:** Response letter to Kim Anderson Letter , Dated: February 21, 2010
- Attachment G:** Kerry Ellington Letter to Kim Anderson; Dated: February 17, 2010
- Attachment H:** Congressman Walden Letter to Kim Anderson; Dated: January 28, 2010
- Attachment I:** Kim Anderson Letter to Kerry Ellington; Dated: February 19, 2010

cc: Greg Walden, Congressional Representative;
Keith Chu, Reporter, The Bulletin
John Elliott, Klamath County Commissioner
Doug Whitsett; State Senator
Betty H. Eickler, USPS Advisor
Crescent Lake Community Action (CLCAT) Team and website:
www.centraloregoncommunityactionteams.org

ATTACHMENT A

DISTRICT MANAGER



January 20, 2010

Tim Cramblit



Thank you for your email of January 8, 2010, to the Postal Regulatory Commission regarding the status of the post office in Crescent Lake, Oregon and the change in ZIP Code. I have been requested to respond to you on their behalf.

On March 30, 2007, a letter was sent to all postal customers in the Crescent Lake community advising them of the option to receive curbside delivery or continue to have Post Office Box services. At that time, we notified them that the ZIP Code would change to 97733 for those individuals choosing street delivery.

On March 7, 2008, we once again contacted all customers in the area regarding the suspension of service at the Crescent Lake post office and requested their opinion concerning the service they were currently receiving and what effect officially discontinuing the post office would have on the community. At the same time we also advised customers if a permanent change was implemented customers could continue to use the name of Crescent Lake in their mailing address, but the ZIP Code would change to 97733.

At this time, we provide retail services at the Odell Sportsman Store for about one hour a day. Customers can also access retail services, change of address services, redeliveries, free parcel pick-ups and many other postal products and services through the USPS website www.usps.com or by calling 1-800-ASK-USPS (1-800-275-8777) Monday - Friday - 8:00 am - 8:30 pm Eastern Time, Saturday - 8:00 am-6:00 pm Eastern Time. We try to make it as convenient as possible for customers to use our services even though we no longer have a full service post office in Crescent Lake.

I appreciate you allowing us to explain our position in this matter, understanding this is not the outcome you had hoped for and regret any inconvenience you have experienced. We look forward to providing you exceptional service for years to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Kim Anderson", with a long horizontal flourish extending to the right.

Kim Anderson
District Manager
Portland District

PO Box 3609
PORTLAND, OR 97208-3609

ATTACHMENT B

DISTRICT MANAGER



January 26, 2010



Dear Mr. Cramblit:

Thank you for your response to our email of January 20, 2009 regarding Crescent Lake, Oregon.

We are currently reviewing all possible options available that would meet the community's' needs and enhance postal services in the area. I hope to finalize our research and respond to you by February 15, 2010.

Thank you for your patience.

A handwritten signature in black ink, appearing to read "Kim Anderson".

Kim Anderson
District Manager
Portland District

PO Box 3609
PORTLAND, OR 97208-3609

ATTACHMENT C

DISTRICT MANAGER



February 12, 2010



Dear Mr. Cramblit:

Thank you for allowing us the opportunity to respond to your concerns and please feel free to publically post our communications for the community; I appreciate you asking.

If you would be willing, I propose a meeting to discuss your concerns and possible accommodations for the Crescent Lake community. If you agree, I will ask Scott Foster, Manager Post Office Operations, to contact you to schedule a convenient time for both of you to meet.

Please let me know at your earliest convenience if this is acceptable to you. I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Anderson".

Kim Anderson

cc: Scott Foster, Manager, Post Office Operations

PO Box 3609
PORTLAND, OR 97208-3609
(503) 294-2500
FAX: (503) 276-2020

ATTACHMENT D



Office of Public Affairs
and Government Relations

December 3, 2009

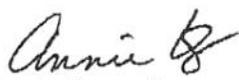
You wrote the Postal Regulatory Commission (Commission) in April 2007 about your concerns regarding the emergency suspension of the Crescent Lake post office in Oregon. This is to inform you that the Commission has opened a case to investigate emergency suspensions of post offices, and that comments on your experience would be welcome in this proceeding. In addition, a public representative, who represents the interests of the public before the Commission, has been assigned to this docket and may contact you about this matter.

During recent Commission consideration of a post office closure appeal for Hacker Valley, West Virginia in Docket No. A2009-1, the Commission became aware that 97 post offices have been suspended due to lease expiration during the past 5 years and most of them remain suspended. The Commission believes it is not sufficient to simply suspend operations at a post office without promptly developing a plan to reopen or close the existing office. To better understand the scope of this problem, on November 9, 2009, the Commission initiated a public inquiry, Docket No. PI2010-1, to look into this matter. Interested persons are invited to provide relevant information and share their views. Written comments may be submitted by January 15, 2010.

Interested persons may submit formal statements regarding this matter for inclusion in the public record in that docket by filing online on our website at www.prc.gov. Informal written responses will be placed in our commenter file for review by the Commission. For your information, the record developed in Docket No. PI2010-1 may be viewed on our web site listed towards the bottom of our homepage.

In closing, please be assured the Commission takes very seriously its oversight role to ensure the accountability and transparency of the Postal Service, and we are looking forward to reviewing your comments on this matter. Please let me know if you have any questions and I will be happy to help.

Sincerely,


Annie Kennedy
Consumer Relations Specialist

"I think it's realistic for Crescent Lake to have a unique ZIP code. ... We definitely need our identity back." — Carol Goevlinger, president, Crescent Lake Community Action Team

Tiny community of Crescent Lake finds itself in postal limbo



Andy Tullis / The Bulletin

Mark Bolton, the owner of the Odell Sportsman Center, stands behind the counter in the center, which also houses post office boxes, in Crescent Lake on Monday. Residents have been fighting to restore full postal service to the area since 2005.

By Keith Chu
The Bulletin

WASHINGTON —

The first thing to know about the tiny community of Crescent Lake is that it is NOT Crescent, the former mill town about 18 miles away on U.S. Highway 97.

"I am not Crescent, Oregon. I am Crescent Lake," said Linda Barron, a real estate broker at Crescent Lake, a mountain resort town tucked into the northwest corner of Klamath County. "They are two different spots."

The second thing to know is that Crescent Lake residents want their post office

Have your say

Comments on the Crescent Lake post office closure can be made online. Go to www.prc.gov and click on contact PRC. The docket number is PI2010-1. Comments are due by March 18.

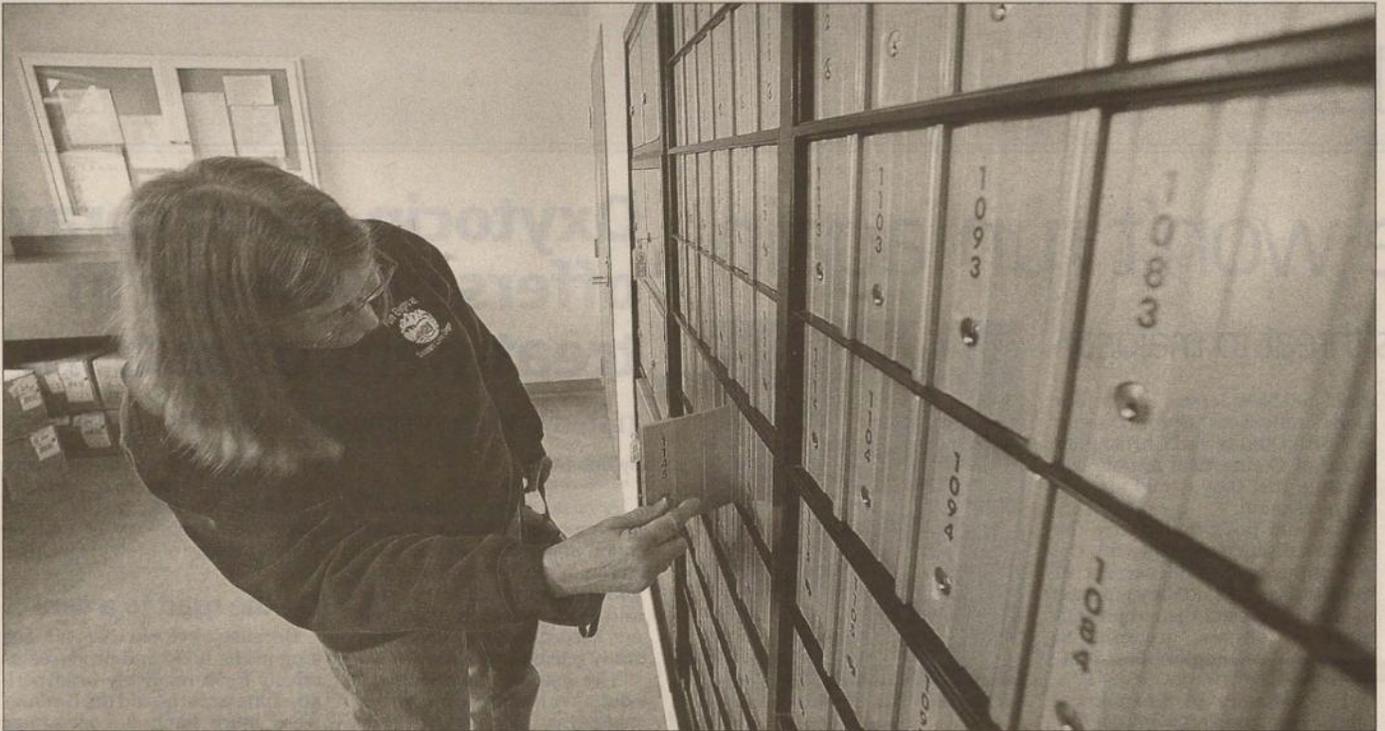
back.

They've been fighting to restore full service to the remote area since the community's post office burned down in December 2005. It took nine months to rebuild the general store where the office was housed, and in the interim, the USPS placed the branch on "emergency suspension" because the area lacked a suitable location.

Now, 3½ years later, the branch's future is still unclear. The office was discontinued sometime between 2006 and mid-2007, according to USPS spokesman, but it is listed as active on the Postal Service Web site. And residents say they've never received an official notice that the branch has been closed.

In the meantime, residents said, they have post office boxes at the Odell Sportsman Center, where the post office used to be. And they've been told to use a new ZIP code — the same code used by Crescent — which regularly causes mail to end up in the wrong town or be delayed for days.

See Post office / A4



Andy Tullis / The Bulletin

Mary Doane, who lives in both Crescent Lake and Dundee, checks her post office box for mail inside the USPS area in the Odell Sportsman Center in Crescent Lake on Monday afternoon. Doane says that instead of targeting Crescent Lake, the U.S. Postal Service should close one of its offices in Crescent or Gilchrest, where the branches are only a few miles apart.

Post office

Continued from A1

For more involved mail transactions, including sending most packages, residents have to drive to Crescent, which in the winter involves miles of treacherous roads. And at least once, emergency responders went to Crescent, rather than Crescent Lake, by mistake.

Now, the Postal Regulatory Commission — a federal watchdog agency that oversees the Postal Service — is investigating the Postal Service's suspension of the branch at Crescent Lake and nearly 100 other rural post offices.

"It is evident that several post offices have been suspended for a number of years, and the Postal Service apparently has taken no effective action to reopen or close such offices," the commission wrote in November.

That would violate Postal Service policies, which give local communities the right to comment on proposed closures and then appeal any closure decision.

The Postal Regulatory Commission is accepting public comments until March 18 at its Web site, www.prc.gov.

The U.S. Postal Service didn't

"It's a nightmare. At Christmas, our packages ended up in La Pine. It's like, how did it get over there?"

— Kerry Ellington, real estate broker and resort owner, on postal problems in Crescent Lake

take any shortcuts in deciding not to replace the Crescent Lake office, said spokesman Peter Hass.

"All of the proper procedures the Postal Service uses when discontinuing a post office were followed," Hass said.

But Crescent Lake residents say they still haven't received official word of the branch's permanent closure. And the U.S. Postal Service Web site lists the Crescent Lake branch, and the old 97425 ZIP code, as active.

With two ZIP codes and two communities bearing similar names, the result is that mail intended for Crescent Lake often ends up Crescent — or somewhere else entirely, said Kerry Ellington, a real estate broker and resort owner who's lived there for nine years.

"It's a nightmare," Ellington said. "At Christmas, our packag-

es ended up in La Pine. It's like, how did it get over there?"

Recently, Ellington, Barron and other residents said, they've had trouble shopping online because Web sites sometimes reject their addresses as nonexistent.

Worse, potential homebuyers searching for vacation homes in Crescent Lake's new ZIP code find themselves looking at a different community, a fact that hurts her business, Ellington said.

Even an official closure notice would be welcome, said Carol Goevlinger, the president of the Crescent Lake Community Action Team, because residents can't appeal the decision until the Postal Service makes it final.

"We've tried to (appeal), and they've sent the packet back saying wait until it's officially closed," Goevlinger said.

During the 2008 Royce Butte

wildfire, "federal resources and personnel, as well as regional and national news agencies, ended up in the wrong community," because of the ZIP code confusion, wrote Tim Cramblit, chief of Central Cascades Fire & EMS, which is based in Crescent Lake, in a letter to the regulatory commission.

"These kinds of mix-ups can contribute to loss of life and property," Cramblit wrote. "This is a public safety issue."

If cost is the issue, the Postal Service should close one of the offices in Crescent or Gilchrest, where the branches are only a few miles apart, said Mary Doane, a retiree who spends half the year in Crescent Lake.

"If all they can afford is two, put them where they belong," Doane said.

Even if that's not possible, Goevlinger said, an electronic kiosk and separate ZIP code would solve most of the area's problems.

"I think it's realistic for Crescent Lake to have a unique ZIP code that says we're Crescent Lake," Goevlinger said. "We definitely need our identity back."

Keith Chu can be reached at 202-662-7456 or at kchu@bendbulletin.com.

ATTACHMENT F (Page 1 of2)



Crescent Lake Community Action Team (CLCAT)

Kim Anderson
District Manager
PO Box 3609
Portland, OR 97208-3609

February 21, 2010

RE: Letter to Kerry Ellington; dated February 19, 2010

Dear Mr. Anderson;

I was the person who requested permission from Tim Cramblit, Chief; Central Cascades Fire & EMS, to post the dialogue of letters between you and Tim on the Crescent Lake Community Action Team website: www.centraloregoncommunityactionteams.org. I was very encouraged by the tone of your letters implying that you want to learn, to engage the community, and have an outcome that would work for all concerned. I too am sorry that the emotions of our residents and the United States Post Office (USPS) representatives has turned once again negative.

I have re-read Kerry Ellington's letter, dated February 17, 2010, to you. Yes, she is expressing her opinion in an heightened emotional way, however, she does not cross the line to name calling and swearing. I do think a productive conversation with USPS authorities, someone that can make decisions and have the authority to decide, is what is needed for our small resort community to heal. It does no one any good to have Yvonne Hudson; Postmistress, Crescent, Oregon, calling members of our town names and swearing at us. (February 19, 2010) This type of action only extends the emotions and hurts the process. It does not help the cause of either side to hold meetings with USPS representatives that are not able to decide and have the authority to decide. I am of course referring to the meeting arranged by you with Chief Tim Cramblit and your personally selected representatives. It does not help to have leading officials of our community treated in an arrogant and condescending manner. Yes, even we can understand the definition of a zip code and the purpose of a zip code.

PO Box 1176

Crescent Lake, OR

97733

ATTACHMENT F (Page 2 of2)

Please help stop this unhelpful discourse.

If you are the one who is able to make decisions and have the authority to decide, please meet with our elected officials. Our elected officials are: Steve Stewart, Bill Gibbs, Brad Kahler, Dick Carlson, and Nick Goevelinger. All of these officials are copied on this e-mail letter to you. These officials can speak for our mountain resort town. I am sure they would love the opportunity to have a final decision regarding our zip code and post office.

Living here in Crescent Lake, Oregon we daily feel the direct result and consequence of the loss of our identity. Please come and visit us. See our community first hand. Right now the snow levels are low so it will be easy for you to visit us.

Also, please forward this letter on to Marilee Spitsnogle, MPOO, Consumer Affairs. I saw that she was "blind copied" on your last letter/e-mail so it must be important to have her kept informed.

Once more, please help to end the frustrations that this resort community is having with the USPS.

I have included a copy of our quarterly newsletter, Cascade News, for your reading enjoyment. It may give you an idea of the vibrancy of our resort community. We are proud of our newsletter, we are quickly approaching a distribution list of 1000.

If you have any further questions please contact me at: 541-433-2218 or cgoevelinger@centurytel.net.

Respectfully,



Carol Goevelinger
President
Crescent Lake Community Action Team (CLCAT)

Attachments: January Edition; Cascade News
 Kerry Ellington's e-mail letter; Dated: February 17, 2010
 Copy of Greg Walden's letter; Dated: January 28, 2010

CC: Elected Officials: Steve Stewart, Bill Gibbs, Brad Kahler,
 Dick Carlson, Nick Goevelinger
 John Elliot, Klamath County Commissioner
 Greg Walden, Congressman; 2 District; Minority Whip
 Tim Cramblit, Chief, Central Cascades Fire & EMS
 Keith Chu, Reporter, The Bulletin
 CLCAT Team Members: Kerry Ellington, Robert Henderson, Linda Barron,
 Judy Henderson, Echo Murray, Mark Bolton,

ATTACHMENT G

From: [Kerry Ellington](#) *Date:* 2/17/2010 1:40:14 PM

To: terry.k.anderson@usps.gov

Cc:

1201ccfems@centurytel.net; cgoevelinger@centurytel.net; LJBarron3@aol.com; robertjudith@centurytel.net; Echo.Murray@state.or.us; odellsportsman@yahoo.com

Subject: Crescent Lake Post Office

Dear Mr. Anderson, Having just read the correspondence between you and our fire chief, Tim Cramblitt, left me angry and frustrated. Having been involved with this post office issue from the beginning, I found your responses to be at the very least inaccurate if not intentionally misleading. The USPS has "trotted" out numerous postal officials in an attempt to make us "shut up and sit down." From the beginning we have felt that the USPS was not listening or intentionally not hearing our concerns. Your reiteration of an "offer for curbside delivery" just confirms our beliefs. Curbside delivery was a ridiculous offer based on numerous issues. Where would the boxes be placed? Who would plow the feet of snow in the winter to keep them clear? How could anyone safely pull over along Highway 58 to get to the boxes? How would the safety and security of the mail be guaranteed? and on and on... The postmaster from Bend, Bob Zlytek, agreed it was a ridiculous "offer". I believe it was not an offer at all but a way to say "well we offered curbside and they turned it down". You did not offer curbside. You offered NBU units on the side of a major Highway. We did not ask for curbside, we asked for our post office and zip code to be given back. Your suggestion that we currently have services at the box area is another misstatement. We have never even seen this person. There is no "window" to ask for such services. My residence and business are along the route they pass to get to the Odell Sportsman, yet I must go to Crescent to mail packages, pick up boxes that do not fit in the post office boxes, sign for certified/registered mail, and to discuss postal issues. Was your statement just an excuse for higher ups to use in defense of your actions? If you do not know the "real" history of this issue please do not make such patently false statements. Have you ever actually been to Crescent Lake? Many of your "officials" responding to this issue got lost on their way to our town hall meeting. Just ask Marcia Teeters. The USPS had re-negotiated their contract for the post office at the Odell Sportsman just prior to the fire. This pretty much negates any reason you would have to shut us down. We were told that the Eugene processing center was growing and needed the additional zip code so they were taking ours. We were also told that our community did not generate enough revenue. I find that hard to believe and we were given no documentation to back that up. Letters to Dallas Keck, Mr. Black, Ms. Teeters and even the Postmaster General were responded to with boiler plate condescending statements. Can't you just tell the truth? We have never been given a reasonable explanation for your decision. We were forced to sign change of address cards or were threatened with all of our mail being returned to sender. Your version of events is quite different. The USPS has caused financial, emotional and physical hardship to this community. The community believes that one of our elderly neighbors died in a tragic car accident on snowy, icy roads trying to get to Crescent to collect his mail. Personally, I have had to battle with the DMV, Social Security, Veterans Administration, online suppliers for our businesses, and banks because our "new" address is not valid or our "old" address is not valid. God forbid should someone use our old P. O. Box with our new zip code or visa versa. Our mail has been returned to sender as "address not found". As a real estate broker, I have had clients very distressed because other agents cannot locate their properties. You see, the MLS does not recognize Crescent Lake with the 97733 zip code, however, map quest says the 97425 zip code does not exist. Which is it? You created this mess. Your continued determination to "shut us down" has made us more determined than ever to regain our identity, sanity and respect. Our requests are simple. There is a beautiful space where our P. O. Boxes currently reside. Open at least a part-time post office. Return our zip code since it is still active for Crescent Lake. I would ask for an apology for this nightmare you created but that may be asking too much. Your reputation as a whole leaves much to be desired. You might want to visit your competitors to learn about customer service and why they are growing and you are not!

Kerry Ellington, Broker

Cascade Realty at Crescent Lake and Resort Owner, Crescent Creek Cottages & RV Park

19100 Hwy 58, Crescent Lake, OR 97425

(541) 433-5678 real estate office (541) 433-2324 resort office

(541) 815-6363 cell

(541) 433-5679 fax

ATTACHMENT H

GREG WALDEN
SECOND DISTRICT, OREGON
DEPUTY WHIP

ENERGY AND COMMERCE

SUBCOMMITTEES:
OVERSIGHT AND INVESTIGATIONS
RANKING MEMBER

ENERGY AND ENVIRONMENT
COMMUNICATIONS, TECHNOLOGY,
AND THE INTERNET

E-MAIL VIA WEBSITE:
<http://walden.house.gov>



Congress of the United States House of Representatives

January 28, 2010

WASHINGTON, DC OFFICE:
2352 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3702
TELEPHONE: (202) 225-6730

DISTRICT OFFICES:
843 EAST MAIN STREET, SUITE 400
MEDFORD, OR 97504
TELEPHONE: (541) 776-4646
TOLL FREE: (800) 533-3303

1051 NW BOND STREET, SUITE 400
BEND, OR 97701
TELEPHONE: (541) 389-4408

1211 WASHINGTON AVENUE
LA GRANDE, OR 97850
TELEPHONE: (541) 624-2400

Mr. Kim Anderson
District Manager
United States Postal Service
P.O. Box 3079
Portland, Oregon 97208-9321

Dear Mr. Kim Anderson:

I am writing to request that you give consideration to the effort led by the Crescent Lake Community Action Team (CLCAT) to reestablish its own zip-code and reopen their Post Office, at least on a part-time basis. The endeavor is being undertaken by CLCAT in an effort to retain their unique identity and strengthen economic development and growth in Crescent Lake.

Unfortunately, on December 6, 2005 the Post Office was destroyed by fire and as a result, postal operations were transferred and the zip-code merged with Crescent which is 17 miles from Crescent Lake. The community currently has cluster boxes, and no other service is available. As a result residents must travel 35 miles round trip to pick-up registered mail and indicate the safety issues with travelling (particularly in the winter months) to pick up packages in Crescent. They're also concerned combining zip-codes with Crescent will cause confusion in the providing of emergency services.

While I understand the United States Postal Service (USPS) must analyze the costs and benefits of this proposal, it is my hope USPS will work with the community to explore the possibility of reestablishing a distinct zip-code and providing part-time service for the residents of Crescent Lake.

Thank you for your attention to this important matter. I have included the packet of information submitted by the CLCAT for your review. Please do not hesitate to contact me if I can be of assistance in this matter.

Best regards,

GREG WALDEN
Member of Congress
GW:JT

ATTACHMENT I (Page 1 of 2)

DISTRICT MANAGER



February 19, 2010

Kerry Ellington, Broker
Cascade Realty at Crescent Lake
and Resort Owner, Crescent Creek Cottages & RV Park

Dear Ms. Ellington:

Over the last several weeks I have been communicating with Fire Chief Tim Cramblit on the Crescent Lake Zip Code suspension which occurred in 2007. Mr. Cramblit asked if he could publicly post our correspondence which I gladly agreed to. I'm very sorry that my response to Mr. Cramblit dated January 20, 2010 which was posted for the community angered and frustrated you. That certainly was not my intent.

I was not involved in the suspension of the Crescent Lake Zip Code after the tragic fire however as the current District Manager I am the voice now that is responsible to see that the actions taken by the United States Postal Service are reviewed and explained. The manager most closely involved with the details surrounding the Crescent Lake suspension is Scott Foster, Manager, Post Office Operations. I have asked him to contact you personally to hear your concerns and also discuss possible and reasonable accommodations.

I appreciate your patience in working through this and admire the passion of the community. While I cannot guarantee the outcome I can assure you that your concerns will be heard and accommodations considered.

Sincerely,

A handwritten signature in black ink that reads "Kim Anderson". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kim Anderson

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ATTACHMENT I (Page 2 of 2)

Kerry Ellington, Broker
Cascade Realty at Crescent Lake
and Resort Owner, Crescent Creek Cottages & RV Park

*bcc: Marilee Spitsnogle, MPOO
Consumer Affairs*