

**EXCERPTS FROM
UNITED STATES POSTAL SERVICE HANDBOOK PO-101
POST OFFICE DISCONTINUANCE GUIDE (2004)**

**CHAPTER 6 – SPECIAL CIRCUMSTANCES
SUBCHAPTER 61 – EMERGENCY SUSPENSIONS**

6 Special Considerations

61 Emergency Suspensions

611 Definition

An emergency is an occurrence that constitutes a threat to the safety and health of Postal Service employees or customers or to the security of the mail or revenue. When a situation is tolerated for an extended time or is expected to occur, it probably cannot be classified as an emergency. Circumstances that may justify an emergency suspension include, but are not limited to the following:

- a. A natural disaster.
- b. Termination of a lease or rental agreement when other quarters suitable for housing an independent Post Office are not available, especially when the termination is sudden or unexpected.
- c. Lack of qualified personnel to operate the office.
- d. Severe health or safety hazard.
- e. Severe damage to, or destruction of, the office.
- f. Lack of adequate measures to safeguard the office or its revenues.

612 Authority

District managers, Customer Service and Sales, may suspend the operations of any Post Office under their jurisdiction when an emergency or other condition requires such action.

613 Notification

613.1 To Headquarters

The district manager, Customer Service and Sales (or designee), must provide immediate notice of any suspension by fax to (202) 268-5102 or (202) 268-5104. All fax transmissions must include the originating fax

number. If a fax machine is unavailable, send a written notice by Express Mail® service to:

VICE PRESIDENT DELIVERY AND RETAIL
 ATTN HEADQUARTERS POST OFFICE REVIEW COORDINATOR
 US POSTAL SERVICE
 475 L'ENFANT PLAZA SW RM 5621
 WASHINGTON DC 20260-5621

See exhibit 613.1 for a sample notice of emergency suspension.

613.2 To Local Officials

Follow local instructions for reporting emergency suspension within the district. Use a copy of the emergency suspension notice or prepare a local memorandum (see exhibit 613.2). Notification may be required to the following:

- a. All direct reports to the district manager, Customer Service and Sales.
- b. Area vice president.
- c. State and national postmaster organizations.
- d. Transportation and logistics.
- e. Philatelic operations. To stop and resume automatic distribution of commemorative stamps, notify:

POSTAL ACCOUNTS SECTION
 FINANCE BRANCH
 MINNEAPOLIS ACCOUNTING SERVICE CENTER
 2825 LONE OAK PARKWAY
 EAGAN, MN 55121-9312.
- f. Accounting services and postmaster accounts.
- g. Mail processing and distribution center.
- h. Address management.
- i. Human resources.
- j. Postmaster or OIC at affected Post Offices.
- k. District and subordinate Post Office review coordinators.
 - (1) The district Post Office review coordinator must be immediately provided information to enter in the log of Post Office discontinuance actions (see section 133.5). That coordinator may be called on to provide information to Government Relations and Public Policy at Headquarters during a congressional inquiry.
 - (2) A copy of the emergency suspension notice must be placed in the official record when the Post Office is investigated for permanent discontinuance.
- l. Facilities Service Office for appropriate action regarding the lease and possible alternate quarters.

613.3 To Customers

Notify affected customers immediately by individual letter. See exhibit 613.3 for a sample customer notice of emergency suspension. Include in the notice the following information:

- a. Effective date.
- b. Reason for emergency suspension.
- c. Alternate services available.
- d. Nearest Post Office and hours of service.
- e. Name and telephone number of person to contact for more information.

614 Alternate Service

Establish alternate service as quickly as possible. If a discontinuance proposal appears likely, make every effort to provide the alternate service that is most likely to be recommended in the discontinuance proposal. A change from emergency replacement service often generates community opposition regardless of the rationale. If there is enough time, conduct a community meeting before suspension to explain circumstances and obtain customer opinion about alternate service.

615 Employee Reassignment

Temporarily reassign all eligible employees of the suspended office according to *Employee and Labor Relations Manual* 354. Reassignment of bargaining unit employees must be in accordance with the applicable provisions of the National Agreement.

616 Suspension Review Team

When a district manager, Customer Service and Sales, suspends operations at a Post Office, a suspension review team must be formed to review the decision. The suspension review team members must include the district Post Office review coordinator; manager, Post Office Operations, or his/her designee; state presidents of each postmaster organization or their designees and a representative from administrative services.

- a. The suspension review team must conduct an onsite visit to the suspended Post Office.
- b. Within 10 business days of the onsite visit, the suspension review team must notify the district manager, Customer Service and Sales, the national postmaster organizations and the vice president, Delivery and Retail, of their recommendation to suspend or not suspend the office. See exhibit 616b for a sample notice.
- c. If the suspension team recommends suspension, the formal discontinuance process should be initiated.
- d. If the suspension team finds that there is insufficient justification to suspend the office, the office should be reopened.

617 Plan of Action

The district manager, Customer Service and Sales, must determine a plan of action to restore service, secure suitable alternate quarters, take other necessary corrective action, or initiate a discontinuance study within 90 days (3 months). That plan of action must be sent in writing to the vice president, Delivery and Retail, no later than the 90th day.

618 Restoration of Service

Notify Headquarters of restoration of service immediately by fax machine to (202) 268-5102 or (202) 268-5104. If a fax machine is unavailable, send a written notice to the following address:

VICE PRESIDENT DELIVERY AND RETAIL
 ATTN HEADQUARTERS POST OFFICE REVIEW COORDINATOR
 US POSTAL SERVICE
 475 L'ENFANT PLAZA SW RM.5621
 WASHINGTON DC 20260-5621

Also send a copy of this notice to the area office. See exhibit 618 for a sample notice of restoration of service. Provide affected customers with notice of the service restoration by public service announcements or individual letters. Inform district personnel previously notified of the suspension of the restoration of service (see section 613.2) and take appropriate action to ensure a smooth restoration of service.

62 Post Office Name Change

621 Current Instructions

When the information in this section and chapter 7 appears to conflict with previous *Postal Operations Manual* (POM) instructions, contact the Headquarters Post Office review coordinator for guidance. The information in this guide was developed with Address Management.

622 General

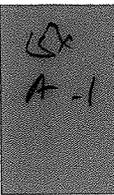
A Post Office should normally bear the official name of the incorporated city, town, or borough in which it is located, as shown in its charter. A Post Office located in an unincorporated place should generally bear the approved name of the principal community served (normally the community in which located) or the approved name of the town or township, if it serves a number of communities within a town or township.

623 Changes to Post Office Names

A request for a change to a Post Office name should be initiated by the local postmaster. This request should be submitted through the district manager, Customer Service and Sales, to the vice president, Area Operations, for

Exhibit 613.1 (p. 1)

Notice of Post Office Emergency Suspension



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Suspended Office

Name: _____ State: _____ ZIP Code: _____
 Area: _____ District: _____
 Congressional District: _____ County: _____
 Post Office EAS Grade: _____ Finance Number: _____
 Classified Station Classified Branch CPO Date CPO Established: _____

Effective date of suspension: _____

Justification (specific reason(s) for suspension):

Alternate Service Provided (i.e., rural delivery to roadside mailboxes, CBUs, etc.):

Effect on Employees (Include Career/Noncareer Employees):

Hours of Operation:

Retail: Saturday: _____ Monday – Friday: _____
(Include lunch break)

Lobby: Saturday: _____ Monday – Friday: _____

Number of Customers Served:

- _____ General Delivery
- _____ Post Office Box
- _____ City Delivery
- _____ Rural Route
- _____ Highway Contract Route (HCR)
- _____ Intermediate Rural Route
- _____ Intermediate HCR
- _____ Total Customers

B. Administrative Office

Name: _____ State: _____ ZIP Code: _____
 EAS Grade: _____ Finance Number: _____ Miles Away: _____
 PO Boxes Available: _____

Hours of Operation

Retail: Saturday: _____ Monday – Friday: _____
(Include lunch break)

Lobby: Saturday: _____ Monday – Friday: _____

Exhibit 613.1 (p. 2)

Notice of Post Office Emergency Suspension

C. Nearest Office

Name: _____ State: _____ ZIP Code: _____

EAS Grade: _____ Finance Number: _____ Miles Away: _____

PO Boxes Available: _____

Hours of Operation

Retail: Saturday: _____ Monday – Friday: _____
(Include lunch break)

Lobby: Saturday: _____ Monday – Friday: _____

D. Postmaster Organization Notification:

Notified: Yes No

Date of Notification: _____

E. Plan of Action (HQ must be notified within 90 days):

Prepared by: _____ Date: _____

Title: _____

Telephone No.: _____ Fax No.: _____

F. FedEx Drop Box

Is there a FedEx Drop Box at this location?

Yes No

If Yes, notify District FedEx Coordinator

Approved By: _____

Date: _____

District Manager, Customer Service and Sales

Telephone No.: _____ Fax No.: _____

FAX TO:

**FREDERICK J. HINTENACH
MANAGER CUSTOMER SERVICE OPERATIONS
DELIVERY AND RETAIL
UNITED STATES POSTAL SERVICE HEADQUARTERS
475 L'ENFANT PLAZA SW ROOM 5621
WASHINGTON DC 20260-5621
FAX: (202) 268-5102**

cc: Area PO Review Coordinator
District PO Review Coordinator
Manager, Facilities Service Office
National League of Postmasters
National Association of Postmasters of the United States

Exhibit 613.2

Sample Notice to Local Officials of Post Office Emergency Suspension

<date>

Manager, Human Resources

Manager, Finance

Manager, Administrative Services

Manager, Maintenance

Manager, Transportation & Networks

Manager, SDO

Postmaster <affected office>

Manager, Consumer Affairs

Manager, Post Office Operations

Manager, Marketing

Manager, Operations Programs

Manager, Address Management Systems

Manager, In-Plant Processing

Postal Inspection Service

Postmaster, <administrative office>

Manager, Facilities Service Office

SUBJECT: Post Office Discontinuance

<name>, <state>-9998

Effective close of business <date>, services will be suspended at the <name> Post Office. <state reason for suspension>

Delivery and retail services will be provided to the community by a <type of alternate service> administered by the <> Post Office. Processing and distribution will continue to label and pouch the <> mail as in the past; however, the mail will be dispatched to the <> Post Office. The <> carrier will case and deliver all mail for the <> customers to <roadside mailboxes/cluster box units> and will provide collection of outgoing mail. The collection requirement of the HCR <> will be eliminated effective <date>.

The finance manager must schedule the Internal Control Group Analyst to arrange the transfer of accountability. Human Resources will need to separate <>, the noncareer OIC, and <>, the noncareer PMR, effective <date>.

Please take appropriate action regarding this change. Please ensure that appropriate staff members are notified and information shared. If you need further information, please contact <>, Post Office Review Coordinator, at <telephone number>.

<name>

District Manager

Customer Service and Sales

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Exhibit 613.3 (p. 1)

Sample Notice to Customers of Post Office Emergency Suspension

<date>

Dear Postal Customer:

The <name> postmaster <retired/was promoted/was reassigned/resigned> on <date>. A noncareer clerk from the office has served as the officer-in-charge since that time. <enter specific reason for suspension.> Therefore, it will be necessary to suspend services at the <name> Post Office at the close of business on <date>. This change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective postal services. A community meeting will be held in the near future.

Effective <date>, delivery and retail services will be provided by a rural carrier to roadside mailboxes installed by customers while the office is suspended. Please contact the postmaster of the <name> Post Office for advice regarding the placement of mailboxes. Customers presently receiving rural delivery will not experience a change in service, with the possible exceptions of picking up parcels and accountable mail at the <name> Post Office that the carrier was unable to deliver.

Rural delivery is particularly beneficial to senior citizens, people with disabilities, and working people because no one has to pick up the mail from the Post Office. You will have 24-hour access to your mail. In addition, the rural carrier can provide all the retail services provided at the <name> Post Office. Enclosed is information about some of the services available from the carrier. Most transactions do not require meeting a carrier at the mailbox. *Stamps by Mail* order envelopes and *Money Order Application* forms are available for your convenience; or you may place a note in the mailbox, with payment, and the carrier will provide the requested services. When an accountable item requiring a signature, such as a certified letter, cannot be delivered on the first day, the carrier will return the item to the <name> Post Office. You may pick up the article at the <name> Post Office, request redelivery on another day convenient for you, or authorize the carrier to deliver the item to another person. If appropriate, Post Office box refunds will be provided by the <name> postmaster.

Customers who wish to obtain Post Office box service may do so at the <name> Post Office, located <> miles away. The <name> Post Office has 24-hour lobby access and stamp vending equipment for customer convenience. Window service hours at <name> are <hours> a.m. to <hours> p.m., Monday through Friday, and <hours> a.m. to <hours> p.m. on Saturday. Post Office boxes are available at this location at <the same fees/increased fees>.

Retail services are also available at <name> Post Office, located <number of> miles away. Window service hours at <name> are from <hours> to <hours>, Monday through Friday, and <hours> to <hours> on Saturday. Post Office box lobby hours are <hours>.

If you have any questions concerning the placement of rural mailboxes or the services available to you through the rural carrier, please contact the <name> postmaster at <telephone number>.

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A.3

Exhibit 613.3 (p. 2)

Sample Notice to Customers of Post Office Emergency Suspension

I realize with change there is always concern. No final decision to permanently discontinue the Post Office has been made. In the near future we will be contacting you to explain our plans and solicit your comments concerning possible alternate means of providing postal and other services. In the interim, we are confident that carrier delivery will continue to provide <name> customers with effective and regular postal services.

Sincerely,

<name>
Manager, Post Office Operations
<street address>
<city>, <state> <ZIP+4>

Enclosures (1)

bcc: Postmaster/OIC <affected office>
Postmaster <gaining office>,
Post Office Review Coordinator

5x
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Exhibit 616b

Sample Notification to District Manager of Suspension Review Team Onsite Visit



<date>

DISTRICT MANAGER, CUSTOMER SERVICE AND SALES

SUBJECT: Emergency Suspension of <name> Post Office

On <date>, we conducted an onsite visit of the <city> Post Office. It is our recommendation to (suspend or not suspend) based on the following:

(list reasons)

<name>
Post Office Review Coordinator

cc: Manager, Customer Services Operations (HQ)
President, State and National, League and NAPUS
Area Post Office Review Coordinator

CONCURRENCE:

LEAGUE REPRESENTATIVE

NAPUS REPRESENTATIVE

EX
4.5

Exhibit 618
Notice of Restoration of Service from Area to Headquarters

**Notice of Restoration of Service
from District to Headquarters**

Area: _____ Date of Notice: _____

District: _____ Prepared by: _____

Title: _____ Telephone: _____

1. Name of Office: _____

City, State, ZIP+4: _____

2. EAS Grade: _____ CAG: _____

3. Service suspension date: _____

4. Restoration date: _____

5. Reason for restoration: _____

A. Staffing: _____

B. Services: _____

EXHIBIT B

SUSPENSION TIMELINE

<u>Task</u>	<u>Deadline</u>
Emergency Suspension	
Notification to Headquarters (exhibit 613.1)	Immediately
To Local Officials (exhibit 6113.2)	Immediately
Entry in log of Post Office discontinuance actions by Post Office review coordinator	Immediately
Notification of customers by individual letter	Immediately
Establish alternate service	As quickly as Possible
Employee Reassignment	As per Employee and Labor Relations Manual 354
Suspension review team	
Formation	None
Onsite Visit	None
Recommendation (exhibit 616b)	Within 10 days of onsite visit
Formulation of Plan of Action	Within 90 days of suspension
Restoration of Service (exhibit 618)	None stated
- or -	
Initiation of Discontinuance Process	None stated

Source: United States Postal Service Handbook PO-101, Post Office Discontinuance Guide (2004), Chapter 6 "Special Considerations, 61 Emergency Suspensions."

EXHIBIT C

EXCERPTS FROM
UNITED STATES POSTAL SERVICE HANDBOOK PO-101
POST OFFICE DISCONTINUANCE GUIDE (2004)

CHAPTER 1 – INTRODUCTION

CHAPTER 4 – TRANSMITTALS AND HEADQUARTERS REVIEW/DECISION

122 **Classified Stations, Branches, and Contractor-Operated Community Post Offices**

When a district manager, Customer Service and Sales, determines it is necessary to discontinue the operation of a classified station, branch, or contractor-operated community Post Office (CPO) that is attached administratively to an independent Post Office, written notice must be provided immediately to the vice president, Delivery and Retail. The notice must include the reasons for the proposed discontinuance. The vice president or designee approves or disapproves the proposed discontinuance based on the justification provided by the district manager, Customer Service and Sales. No final action on a proposed discontinuance may be taken without the vice president's approval.

13 **Responsibilities**

131 **Vice President, Delivery and Retail**

The vice president, Delivery and Retail (or designee), makes final determinations to discontinue independent Post Offices, classified stations, branches, and contract community Post Offices.

132 **District Manager, Customer Service and Sales**

132.1 **General**

The district manager, Customer Service and Sales, is responsible for overseeing the Post Office discontinuance investigations within the district and must provide written approval before any investigation is initiated. Post Office and community Post Office discontinuance activities are generally initiated by the manager, Post Office Operations. Classified station and branch discontinuance proposals are generally initiated by the installation head. The district manager, Customer Service and Sales, must immediately notify the Headquarters Post Office review coordinator when an action contrary to a discontinuance proposal occurs after a proposal is sent to the vice president, Delivery and Retail for review. Such contrary actions may warrant withdrawal of the proposal by the district manager, Customer Service and Sales. Examples of contrary actions include the following:

- a. Soliciting contract offer.
- b. Failing to get interested offerors for a community Post Office proposal.
- c. Filling the postmaster position.
- d. Making significant building modifications.
- e. Renewing lease.
- f. Proposing change in alternate service.
- g. Changing Post Office level and hours of operation.

132.2 Coordinator Reassignments

The district manager, Customer Service and Sales, is responsible for ensuring that the Headquarters Post Office review coordinator is notified immediately, in writing, of any district Post Office review coordinator reassignments. This notification must include the name, address, and telephone numbers of all newly assigned coordinators. This information is entered into the Headquarters directory of Post Office review coordinators. Current information in this directory is important for the efficient review and conclusion of discontinuance proposals, the timely response by Government Relations and Public Policy to congressional inquiries, and the provision of assistance and instructions to field personnel.

133 District Post Office Review Coordinator**133.1 Responsibilities**

The district Post Office review coordinator provides assistance and support to subordinate investigative coordinators throughout the discontinuance process. The district Post Office review coordinator is responsible for thoroughly reviewing official records and certifying their accuracy and compliance with federal law, Postal Service policy, and the instructions in this guide. District Post Office review coordinators are also responsible for training incumbent and newly assigned subordinate investigative coordinators, disseminating information, and maintaining open lines of communication by providing regular, effective assistance and guidance to subordinate coordinators and investigative personnel.

133.2 Qualifications

The employee appointed by the district manager, Customer Service and Sales, to serve as the district Post Office review coordinator should have extensive Post Office discontinuance and field operations experience, as well as good oral and written communication skills. If the district Post Office review coordinator has no such experience, consideration should be given to reassigning the coordination responsibilities to a more experienced employee. If a more knowledgeable employee is not available, the inexperienced coordinator must begin training immediately under the guidance of experienced personnel at the district or other location where adequate training is available. If adequate training is not available in the district, ask an experienced coordinator from another district to provide assistance. Requests for Headquarters hosted field training must be made in writing to the vice president, Delivery and Retail, by the district manager, Customer Service and Sales.

133.3 Official Correspondence**133.31 Headquarters**

District Post Office review coordinators must instruct all subordinate investigative coordinators that no correspondence may be sent to Headquarters without the name, title, and telephone number of the employee most familiar with the subject of the correspondence. This includes the transmittal of proposals to Government Relations and Public Policy at Headquarters. Exhibit 133.31 shows the address and telephone number for Government Relations and Public Policy. Except for emergency suspension information (closing, service restoration, and 90-day plan of action notices), correspondence may be faxed to Headquarters only with prior authorization. Do not transmit lengthy information. All fax transmissions *must* include the originating fax number and location, along with the other required information.

133.32 Area Offices Notification

District Post Office review coordinators must make sure that the vice president, Area Operations, is notified of Post Office discontinuances.

133.4 Proposal Checklist

When a proposed discontinuance reaches the stage where a proposal to close or consolidate a Post Office is prepared for posting, the district Post Office review coordinator must thoroughly review the proposal before the 60-day posting period. District Post Office review coordinators must sign a proposal checklist to certify that they have conducted the review and that all necessary activities have been performed. The district Post Office review coordinator must mail a copy of the proposal, along with a complete and current PS Form 4920, *Post Office Closing or Consolidation — Proposal Fact Sheet*, to the senior vice president, Government Relations and Public Policy, at Headquarters 10 days before posting the proposal (see sections 341.1 and 341.2).

133.5 Log of Post Office Discontinuance Actions

The district Post Office review coordinator must maintain a log of Post Office discontinuance actions for each Post Office in the district that is under investigation for possible discontinuance (see part 422). The log must include the name, title, and telephone number of the coordinator most familiar with the case. It must be current and available at all times. This log assists the coordinator when responding to questions from Government Relations and Public Policy at Headquarters regarding congressional inquiries. The log of Post Office discontinuance actions should be readily available to personnel who handle inquiries in the absence of the coordinator. A copy of the log must be included in the official record submitted to the vice president, Delivery and Retail.

133.6 Official Record**133.61 Reviewing Official Record**

Before transmitting the official record to Headquarters, the district Post Office review coordinator must thoroughly review the record to make sure that there are no inconsistencies, errors, or omissions. It may be necessary to return the record to the investigative coordinator for additional clarification, correction of deficiencies, or the reposting of an incorrectly posted proposal. An updated PS Form 4920 may be needed to ensure that information is current. The district Post Office review coordinator must sign and enter into the record the log of Post Office discontinuance actions to certify that the record is ready for the vice president, Delivery and Retail, to review and, in the event of an appeal, appropriate for review by the general counsel at Headquarters and the Postal Rate Commission. See part 422 for information about the log of Post Office discontinuance actions.

133.62 Maintaining Official Record

The official record containing *original* documents is kept at the district level. The district Post Office review coordinator is responsible for updating this original official record from the time it arrives at the district until the end of the discontinuance process. The final entry to the record is the *Postal Bulletin Post Office Changes* announcement. The original official record is filed at district archives. Other copies of the record may be destroyed at the discretion of the district manager, Customer Service and Sales.

133.63 Archiving Official Record**133.631 Preparing to Archive Record**

Before permanently closing the record to be filed at district archives, the district Post Office review coordinator must review the record documentation from the time the record was transmitted to Headquarters for final determination to ensure that all final phases of the process are documented chronologically. (Documents filed in the official record must be entered chronologically.) Examples of required documents include:

- a. Final determination postings.
- b. Copy of the completed *Postal Bulletin Post Office Change Announcement* form.
- c. Appeal notices and decision (when appropriate).
- d. Copy of the instructions to the local address management office to update the AMS (Address Management System) report.
- e. Copy of the published *Postal Bulletin Post Office Changes* announcement.

133.632 Archiving Record

In accordance with Handbook AS-305, *Records Control*, the complete archived record must be kept at the district office for two years from the end of the calendar year in which the final decision is made. The record may be disposed of after that time at the discretion of the district manager, Customer Service and Sales. Copies of the log of Post Office discontinuance actions (see section 133.5) must be kept at the district office for 20 years from the end of the calendar year in which the final decision is made.

134 Investigative Coordinator**134.1 Responsibilities**

The investigative coordinator is responsible for:

- a. Collecting and analyzing data on discontinuance investigations.
- b. Making recommendations to the district Post Office review coordinator based on this analysis.
- c. Compiling the official record of documentation.
- d. Ensuring that the discontinuance investigation is conducted in compliance with federal law, Postal Service policy, and the instructions set forth in this guide.

134.2 Investigation

The investigative coordinator should obtain and analyze data in an accurate, thorough, and objective manner, solicit the views of customers, and address their concerns. A thorough initial investigation avoids misunderstandings, problems, and possible appeals later in the process. Analysis and decision making may occur throughout the process, and a decision may be made at any time to stop the discontinuance investigation.

134.3 Memorandum to the Record

If at any time discrepancies or inconsistencies appear in the record documentation, the investigative coordinator should explain them by writing a memorandum to the record. The investigative coordinator must sign and date the memorandum on the day the information is obtained and entered into the official file record.

134.4 Proposal Checklist

Before the 60-day posting period, the investigative coordinator must send the proposal, PS Form 4920, and the proposal checklist to the district Post Office review coordinator for review. No posting is to be made before this review is complete and the district Post Office review coordinator notifies Government Relations and Public Policy at Headquarters.

134.5 Communication With District Post Office Review Coordinator

The investigative coordinator must keep the district Post Office review coordinator informed of the progress of each discontinuance case. This communication is necessary to maintain current information in the log of Post Office discontinuance actions and to facilitate efficient response to congressional and other inquiries received at the district level.

134.6 Official Administrative Record**134.61 Description**

The official record includes all information that the district manager, Customer Service and Sales, has considered, and the decision must stand on the record. No information or views submitted by customers may be excluded, whether they support the proposal or not. The discontinuance process can be lengthy, and more than one coordinator may be involved in the investigation. The official record must be updated and maintained in an accurate and timely manner to assist new coordinators and others who need to review the documentation in the record.

134.62 Format

The record must be maintained in the following format:

- a. The record is assigned a docket number, which is the ZIP Code™ for the Post Office under study for discontinuance.
- b. The sequential number assigned to each document becomes the item number. The docket number and item number are placed in the upper right corner of each document when entered into the record.
- c. A numeric rather than alphabetical numbering system is used. Page numbers can be assigned consecutively throughout the document or consecutively within each item. Page numbers should be placed in the upper right corner of each document below the docket and item number.
- d. The items are filed in chronological order.
- e. A chronological index is included that identifies each document by item number and the date entered in the record. See exhibit 134.62e for a sample index.
- f. The entire record is bound in a folder that opens from the side. A label bearing the Post Office name and docket number is displayed on the folder cover. Three-ring binders and notebooks are not acceptable.

134.63 Content

These conditions apply to the content:

- a. Do not refer to customers by name in the index or proposal.
- b. Ensure that photographs in the record sent to Headquarters are originals. Digital photographs printed in color on premium paper are also acceptable.
- c. Ensure that photocopies in the record are legible, and that *both sides of two-sided documents are included*.
- d. Ensure that the record supports statements in the proposal.
- e. An updated PS Form 4920 must be completed to reflect current information when necessary. If an office is suspended, copy the information that has not changed and update other data on the new PS Form 4920. Keep old PS Forms 4920 in their chronological place in the record.
- f. Have the record thoroughly reviewed by coordinators to ensure it is accurate and in compliance with federal law, Postal Service policy, and the instructions in this guide.

134.64 Availability of Record to Public

A complete copy of the record must be available for public inspection during normal office hours at the affected Post Offices, beginning no later than the date when the proposal or final determination is posted and extending through the posting period. Provide copies of documents in the record on request and collect payment of fees prescribed by *Administrative Support Manual* 352.7. Provide copies of the proposal and comment form on request without charge.

14 Common Problems in Discontinuance Process

141 Suspensions

The following must be done/accomplished:

- a. Provide sufficient valid reason to suspend.
- b. Provide sufficient documentation justifying suspension.
- c. Involve Postmaster organizations.
- d. Notify and adequately explain reason for suspension to customers.
- e. Identify most likely recommended permanent service as temporary alternate service.
- f. Conduct timely investigations and followup. (A plan of action should be sent to the Headquarters Post Office review coordinator through the vice president, Delivery and Retail, within 90 days after the suspension occurs.)
- g. Notify Headquarters.

- h. Conduct and document search for suitable alternate quarters.
- i. Conduct and document a search for qualified personnel.

142 **Initial Investigation**

The following must be accomplished:

- a. Thoroughly conduct or document Post Office and community visits.
- b. Adequately investigate alternate services.
- c. Conduct and document search for suitable alternate quarters.
- d. Provide sufficient reason or documentation to support discontinuance.
- e. Post final determination before presenting conclusion as to alternate service to customer.

143 **Questionnaires**

The following must be accomplished:

- a. Provide reason for discontinuance or recommended alternate service in cover letter.
- b. Provide name and telephone number of contact person in cover letter.
- c. Tailor questionnaires to the local situation and to the recommended alternate service.
- d. Send questionnaires in a timely manner.
- e. Thoroughly complete analysis. (Customer concerns should be listed and paraphrased, with the number of customers expressing each concern and the Postal Service response. Concerns should be classified as postal or nonpostal.)
- f. Adequately research and address customer comments. A response should be sent to each customer who submits a questionnaire, and the response should address specific customer concerns.

144 **Community Meetings**

The following must be accomplished:

- a. Conduct meetings in a timely manner.
- b. Select time and site to encourage customer participation.
- c. Give adequate notice to customers.
- d. Thoroughly record documentation and analysis of meeting.
- e. Present a full range of alternate service options, together with advantages and disadvantages.

4 Transmittals and Headquarters Review/Decision

41 Review

411 Official Record Review

The official record must be thoroughly reviewed and the reason for discontinuance must be documented in the record. The PS Form 4920 and revised proposal must reflect current information.

412 Certification of Record

After a complete review of the record is conducted and necessary updates and corrections are made, the district manager, Customer Service and Sales, prepares a memorandum for the record certifying that all comments and documents in the record are originals or true copies of the originals (see exhibit 412).

413 Transmittal Letter from MPOO

The manager, Post Office Operations (MPOO), must prepare a memorandum to the district manager, Customer Service and Sales. Enclose the original and one copy of the official record. Make sure that both sides of documents are copied when applicable. Inform the district manager, Customer Service and Sales, to keep the original record for district archives and to send the second copy to the vice president, Delivery and Retail, at Headquarters (see part 423 and exhibit 413).

42 District Review

421 Official Record Review

The district coordinator must thoroughly review the official record to ensure compliance with federal law, Postal Service policy, and the instructions in this guide.

422 Log of Post Office Discontinuance Actions

Before forwarding the official record to Headquarters, the district Post Office review coordinator must sign and enter into the record a completed log of Post Office discontinuance actions. This log certifies that a thorough review of the official record is completed and that everything is in order. It is the district Post Office review coordinator's responsibility to update the log throughout the discontinuance process. See exhibit 422 for a sample log of Post Office discontinuance actions.

423 Transmittal Letter from District to Headquarters

The district manager, Customer Service and Sales, keeps the original official record for district files and sends the second copy of the record (with original photos) to the vice president, Delivery and Retail, at Headquarters. See exhibit 423 for a sample transmittal letter.

424 Headquarters Acknowledgment of Receipt of Official Record

If an acknowledgment of Headquarters' receipt of official record is desired, prepare an acknowledgment form and send it and a self-addressed postage-paid envelope with the transmittal of the official record to Headquarters. The date Headquarters receives and logs in the record is entered on the acknowledgment form, which is then returned to the district. Add this date to the district log of Post Office discontinuance actions. Acknowledgment requests are optional. See exhibit 424 for a sample acknowledgment of receipt form.

43 Headquarters Review

431 General

At Headquarters, the vice president, Delivery and Retail, forwards the official record for the proposed discontinuance to the Headquarters Post Office review coordinator. The Headquarters Post Office review coordinator reviews official records in the order received, except in special circumstances. Each proposal is evaluated on its own merit. Final determinations and appeal decisions are based on the information in the official record. Thus, the importance of thorough documentation cannot be overemphasized. It may be necessary to return the record, with instructions, to the district manager, Customer Service and Sales, for additional information. Add a copy of each such instruction and response to the official records.

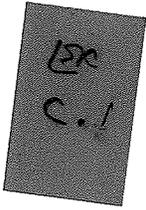


Exhibit 134.62e (p. 1)

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	
2.	Notice (if appropriate) to Headquarters of suspension	
3.	Notice (if appropriate) to customers/district personnel of suspension	
4.	Highway map with community highlighted	
5.	Eviction notice (if appropriate)	
6.	Building inspection report and original photos of building deficiencies (if appropriate)	
7.	Post Office and community photos	
8.	PS Form 150, <i>Postmaster Workload Information</i>	
9.	Worksheet for calculating work service credit	
10.	Window transaction record	
11.	Record of incoming mail	
12.	Record of dispatched mail	
13.	Administrative postmaster/OIC comments	
14.	Inspection Service/local law enforcement vandalism reports	
15.	Post Office fact sheet	
16.	Community fact sheet	
17.	Alternate service options/cost analysis	
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal — Fact Sheet</i> (with past 3 fiscal years of total revenue and revenue units)	
19.	Analysis of investigative findings/recommendations	
20.	Questionnaire instruction letter to postmaster/OIC	
21.	Cover letter, questionnaire, and enclosures	
22.	Returned customer questionnaires and Postal Service response letters	
23.	Analysis of questionnaires	
24.	Community meeting roster	
25.	Community meeting analysis	
26.	Community meeting letter (if community meeting held prior to questionnaire)	
27.	Petition and Postal Service response letter (if appropriate)	
28.	Congressional inquiry and Postal Service response letter (if appropriate)	
29.	Proposal checklist	
30.	District notification to Government Affairs	
31.	Instructions to postmaster/OIC to post proposal	
32.	Invitation for comments exhibit	
33.	Proposal exhibit	
34.	Comment form exhibit	
35.	Instructions for postmaster/OIC to remove proposal	
36.	Round-date stamped proposals and invitations for comments from affected offices	
37.	Notification of taking proposal and comments under internal consideration	

Exhibit 134.62e (p. 2)
Official Record Index

Item No.	Description	Date Entered into Record
38.	Customer comments and Postal Service response letters	
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	
40.	Analysis of comments	
41.	Revised proposal (if appropriate)	
42.	Updated PS Form 4920 (if appropriate)	
43.	Certification of record	
44.	Log of Post Office discontinuance actions	
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	
46.	Headquarters' acknowledgment of receipt of record	
47.	Final determination transmittal letter from Headquarters	
48.	Instruction letter to postmaster/OIC on posting	
49.	Round-date stamped final determination cover sheets	
50.	Postal Bulletin Post Office Change Announcement	
51.	Appeal letter (if appropriate)/No appeal letter	
52.	Public notice postings on appeal (if appropriate)	
53.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
54.	Vice president, Delivery and Retail, instruction letter	
55.	Letter to customers	
56.	Notification to local Address Management Systems (AMS) to update AMS database	
57.	Announcement in <i>Postal Bulletin</i>	

6
C.2

Exhibit 422 (p. 1)

Log of Post Office Discontinuance Actions

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: _____
 EAS Level: _____
 District: _____
 County: _____
 Congressional District: _____
 Proposal: Close Consolidate
 Reason For Proposal: _____
 Alternate Service Proposed: _____
 Customers Affected:
 Post Office box: _____
 General Delivery: _____
 Rural Route: _____
 Highway Contract Route (HCR): _____
 City Route: _____
 Intermediate Rural: _____
 Intermediate HCR: _____
 Total number of customers: _____

Date:	Action:
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
	Postmaster vacancy occurred. Reason:
	OIC: Career: _____ Noncareer: _____ Other Employees: _____
	District manager authorization to study.
	Questionnaires sent to customers. Number sent: _____ Number Returned: _____
	Analysis: Favorable _____ Unfavorable _____ No Opinion _____
	Community meeting. Number attended: _____
	Petition received. Number of signatures: _____
	Concerns expressed:
	Congressional inquiry received:
	Concerns expressed:
	Proposal and checklist sent to district for review.
	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).

Exhibit 422 (p. 2)

Log of Post Office Discontinuance Actions

Date:	Action:
	Proposal and invitation for comments posted and round-dated.
	Proposal and invitation for comments removed and round-dated.
	Comment analysis: Favorable _____ Unfavorable _____ No Opinion _____ Total _____
	Revised proposal posting (if necessary).
	Revised proposal removal (if necessary). Comment analysis: Favorable _____ Unfavorable _____ No Opinion _____ Total _____
	Premature PRC appeal received. Concerns expressed:
	Coordinator verified CPO offeror(s) is still interested.
	Updated PS Form 4920 completed (if necessary).
	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned to vice president, Delivery and Retail, after district additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

Name/Title	Telephone Number
District Post Office Review Coordinator	Telephone Number

DISCONTINUANCE TIMELINE

<u>Task</u>	<u>Duration¹</u>
Authorization to Study	10 days
Review & Investigation Study (data gathering)	25 days
Community Input	25 days
Proposal Posting & District Manager Review and Approval*	100 days
Headquarters Review & Final Determination	30 days
Final Determination Posting and Customer Appeal Period*	30 days
If appealed, 120 days are added to timeline for PRC Review	
Office Closeout (60 days after posting of final determination)*	60 days
TOTAL (without PRC review)	280 days

* Time Frame Driven by Requirements in Title 39, U.S.C. 101(b) & 404(d)

Source: Responses of the United States Postal Service to Public Representative Interrogatories PR/USPS-1-6, Station and Branch Optimization and Consolidation Initiative, 2009, Docket No. N2009-1, PR/USPS-4,a., slide 3.

¹ Project duration based on 5-Day Work Week

EXHIBIT E

**Response of the United States Postal Service to
Commission Information Request No. 1 Questions 6-9
Docket No. A2009-1 (August 14, 2009)**

**RESPONSE OF UNITED STATES POSTAL SERVICE
TO COMMISSION INFORMATION REQUEST NO. 1**

6. Over the last five years, how many post offices have been suspended due to the expiration of a lease? Please identify each such office and its suspension date.

RESPONSE:

Ninety-seven offices have been suspended due to lease expiration in the past five years. Each such office is identified below. As information, in most or all of these cases, lease expiration results from any one of the following factors (i) the lessor does not want to renegotiate or renew the lease; (ii) the lessor demands a rental price that exceeds fair market value; or (iii) the lessor refuses to make improvements to the structure in accordance with postal standards.

SUSPENDED OFFICES (LEASE EXPIRATION) (Last Five Years - As of 8/14/09)			
OFFICE	STATE	ZIP	SUSPEND DATE
Advent	WV	25231	06/30/2006
Aroda	VA	22709	08/11/2007
Banks	ID	83602	03/18/2005
Bevington	IA	50033	03/31/2008
Bingham	NE	69335	10/03/2008
Boring Maryland	MD	21020	09/26/2008
Braden	TN	38010	04/22/2005
Brixey	MO	65618	10/21/2006
Brooke	VA	22430	02/17/2006
Brucetown	VA	22622	08/24/2004
Busy	KY	41723	10/04/2006
Cardin	OK	74335	02/28/2009
Chauncey	WV	25612	05/27/2005
Claremont	SD	57432	12/30/2008
Coalgood	KY	40818	08/31/2004
Cochecton Center	NY	12727	11/03/2008

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Columbus City	IA	52737	12/07/2007
Creston	WV	26141	10/03/2007
Curtin	OR	97428	11/26/2005
Cynthiana	OH	45624	10/01/2005
Dalton	MO	65246	12/27/2006
Dividing Creek	NJ	08315	04/10/2006
Duke	MO	65461	06/07/2006
Dutchtown Post Office	MO	63745	03/28/2008
Etoile	KY	42131	06/08/2007
Exchange	WV	26619	02/03/2006
Export	PA	15632	06/26/2008
Fort Ransom	ND	58033	08/30/2006
Fruitvale	TN	38336	05/20/2009
Gapville	KY	41433	01/03/2006
Gibbs	MO	63540	06/29/2007
Gladly	WV	26268	01/10/2007
Goldsboro	TX	79519	03/01/2009
Grassy Meadows	WV	24943	10/11/2005
Hacker Valley	WV	26222	06/30/2009
Hallsville	OH	45633	01/12/2007
Hendersonville	PA	15339	05/19/2008
Hope	ME	04334	05/31/2006
Hope	KY	40334	05/31/2006
Howell	UT	84316	10/07/2005
Hunlock Creek	PA	18621	09/12/2005
Hustle	VA	22476	08/04/2009
Jacobson	MN	55752	11/15/2005
Josephine	PA	15750	11/14/2005
Kinsey	MT	59338	02/01/2007
Kurthwood	LA	71443	02/28/2005
Laings	OH	43752	10/01/2005
Lane	IL	61750	04/30/2006
Laneburg	AR	71844	12/01/2006
Lickingville	PA	16332	12/07/2007

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Linefork	KY	41833	05/30/2008
Macon	TN	38048	12/31/2008
Maple Mount	KY	42356	06/24/2005
Marengo	WI	54855	11/26/2005
Marston	NC	28363	02/17/2009
Marydell	KY	40751	01/30/2004
Mazie	KY	41160	05/28/2004
Middle Brook	MO	63655	01/09/2007
Midland	OH	45148	06/30/2009
Milton Center	OH	43541	09/25/2005
Mitchellsburg	KY	40452	10/31/2006
Mohawk	WV	24862	05/17/2004
Myra	WV	25544	05/23/2005
Nekoma	KS	67559	05/16/2008
New London	PA	19360	09/30/2005
North Robinson	OH	44856	05/05/2009
Noxen	PA	18636	01/17/2009
Oakdale	IA	52319	09/30/2008
Pfeifer	KS	67660	12/30/2008
Plessis	NY	13675	12/31/2007
Point Washington	FL	32454	08/25/2006
Pool	WV	26684	01/29/2005
Powderhorn	CO	81243	12/31/2004
Rector	PA	15677	08/29/2005
Ricetown	KY	41364	12/31/2004
Ringgold	PA	15770	10/18/2004
Riverside	OR	97917	10/15/2005
Shawnee	WY	82229	04/30/2006
Smithboro	NY	13840	11/30/2007
South Sterling	PA	18460	07/24/2008
Spring Run	PA	17262	05/30/2007
St. Croix	IN	47576	04/01/2006
Stambaugh	KY	41257	12/03/2004
Strawberry Valley	CA	95981	03/31/2009

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Sunderland	MD	20689	10/27/2007
Swan	IA	50252	05/13/2005
Telegraph	TX	76883	02/27/2009
Valdez	NM	87580	12/02/2005
Wakefield	OH	45687	09/02/2005
Walcott	WY	82335	12/01/2005
Walker	KY	40997	08/11/2006
Waterville	IA	52170	09/03/2008
West Point Post Office	OH	44492	09/30/2008
Westerville	NE	68881	04/30/2004
Widnoon	PA	16261	02/03/2005
Williamson	PA	17270	04/30/2007
Zionsville	PA	18092	01/23/2009

**RESPONSE OF UNITED STATES POSTAL SERVICE
TO COMMISSION INFORMATION REQUEST NO. 1**

7. How many of the post offices suspended due to the expiration of a lease were subsequently closed? Please provide the date of suspension and the subsequent date of closure for each such post office.

RESPONSE:

Of the offices identified in the response to question 6, twenty-five offices were subsequently closed. Each such office is identified below.

SUSPENDED OFFICES (LEASE) & CLOSED				
Last Five Years - As of 8/14/09				
OFFICE	STATE	ZIP	SUSPEND DATE	CLOSE DATE
Etoile	KY	42131	06/08/2007	08/02/2008
Hallsville	OH	45633	01/12/2007	07/25/2009
Dalton	MO	65246	12/27/2006	08/01/2009
Laneburg	AR	71844	12/01/2006	05/10/2008
Mitchellsburg	KY	40452	10/31/2006	04/12/2008
Busy Point	KY	41723	10/04/2006	08/02/2008
Washington	FL	32454	08/25/2006	02/16/2008
Walker	KY	40997	08/11/2006	02/23/2008
Hope	KY	40334	05/31/2006	01/19/2008
Shawnee	WY	82229	04/30/2006	04/07/2007
Gapville	KY	41433	01/03/2006	08/11/2007
Walcott	WY	82335	12/01/2005	04/07/2007
Curtin	OR	97428	11/26/2005	03/22/2008
Marengo	WI	54855	11/26/2005	06/27/2009
Jacobson	MN	55752	11/15/2005	04/14/2007
Howell	UT	84316	10/07/2005	04/12/2008
Cynthiana	OH	45624	10/01/2005	07/25/2009
Chauncey	WV	25612	05/27/2005	06/27/2009
Ricetown	KY	41364	12/31/2004	12/03/2005
Stambaugh	KY	41257	12/03/2004	12/03/2005
Coalgood	KY	40818	08/31/2004	08/06/2005
Bruce town	VA	22622	08/24/2004	07/08/2006

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Mazie	KY	41160	05/28/2004	08/06/2005
Mohawk	WV	24862	05/17/2004	06/27/2009
Marydell	KY	40751	01/30/2004	03/26/2005

RESPONSE OF UNITED STATES POSTAL SERVICE
TO COMMISSION INFORMATION REQUEST NO. 1

8. How many of the post offices suspended due to the expiration of a lease were subsequently reopened? Please provide the date of suspension and the subsequent date that such post office was reopened.

RESPONSE:

Two post offices that were suspended due to lease expiration were reopened, as indicated below.

SUSPENDED OFFICES (LEASE) & SERVICE RESTORED				
Last Five Years - As of 8/14/09				
OFFICE	STATE	ZIP	SUSPEND DATE	SERVICE RESTORED DATE
Powderhorn	CO	81243	12/31/2004	04/12/2005
Dividing Creek	NJ	08315	04/10/2006	08/14/2008

RESPONSE OF UNITED STATES POSTAL SERVICE
TO COMMISSION INFORMATION REQUEST NO. 1

9. How many of the post offices suspended due to the expiration of a lease are currently pending closure? Please provide the date of suspension and proposed closure date for each such post office.

RESPONSE:

Five post offices suspended due to lease expiration are currently pending closure. Each such office is indicated below.

SUSPENDED OFFICES (LEASE) & PENDING CLOSURE				
Last Five Years - As of 8/14/09				
OFFICE	STATE	ZIP	SUSPEND DATE	PROPOSED CLOSE DATE
Nekoma	KS	67559	05/16/2008	09/12/2009
Duke	MO	65461	06/07/2006	09/05/2009
Riverside	OR	97917	10/15/2005	08/23/2008
Maple Mount	KY	42356	06/24/2005	09/09/2006
Westerville	NE	68881	04/30/2004	08/19/2006

**Response of the United States Postal Service to
Question 9 of Chairman's Information Request No. 3
Docket No. ACR2009
(February 5, 2010)**

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
CHAIRMAN'S INFORMATION REQUEST NO. 3**

9. Please provide an updated copy of the report titled "Emergency Suspensions and Duration (By Area and Duration)" as of the end of the FY 2009 reporting period.

RESPONSE:

A copy is attached electronically as an Excel file entitled:

ChIR.3.Q.9.Emerg.Susp.Update.2.1.10.xls.

Area	Total # Suspensions	Status of Suspensions*					# Approved and Pending Final Posting of Announcement in Postal Bulletin ⁴
		# Closed ¹	# Service Restored	# Pending Discontinuance Study in the Field ²	# Pending Final Determination at Headquarters ³		
Capital Metro	34	8	3	15	6	2	
Eastern	146	52	9	72	6	7	
GreatLakes	34	10	1	16	4	3	
Northeast	10	0	3	7	0	0	
Pacific	6	1	0	4	0	1	
Southeast	39	6	2	29	2	0	
Southwest	32	4	0	20	2	6	
Western	100	36	12	32	8	12	
Total Suspensions	401	117	30	195	28	31	

*The following chart indicates revisions to previous information that was sent via PMG letter to the Postal Regulatory Commission on 9/22/2008 and informally to the Public Representative in PRC Docket No. PI2010-1 on 1/15/2010; the chart reflects current suspensions as of 2/1/10. Information on emergency suspensions is dynamic and changes frequently as Headquarters receives suspension notices and administrative records supporting discontinuance proposals.

¹The Postal Service not does consider a Post Office officially closed until it is announced in the Postal Bulletin. Total # of closures per fiscal year is based on those Post Offices whose discontinuance appears in the Postal Bulletin during that fiscal year.

²Represents emergency suspended offices in which field offices have indicated that the plan of action is to pursue discontinuance. Offices in this category are in various stages of the discontinuance process and the proposal has not been submitted to HQ.

³Represents the total number of Post Offices in which discontinuance studies were submitted to Headquarters for a Final Determination.

⁴Represents the total number of Post Offices in which discontinuance proposals have been approved by Vice President, Delivery and Post Office Operations, and are either pending final posting (customer appeal period) or final posting has been completed and they are pending announcement in the Postal Bulletin.