

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

In the Matter of:

Crescent Lake Post Office
Crescent Lake, Oregon

Docket No. A2010-4

UNITED STATES POSTAL SERVICE NOTICE OF FILING
(March 29, 2010)

By means of Order No. 428 (March 24, 2010), the Postal Regulatory Commission docketed correspondence from a customer of the Crescent Lake Post Office in Crescent Lake, Oregon, assigning PRC Docket No. A2010-4 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set March 29, 2010 as the date by which “[t]he Postal Service shall file the administrative record in this appeal, or otherwise file a responsive pleading to the appeal.” This pleading responds to that directive.

The Postal Service is today filing the signed, date-stamped Final Determination to Close the Suspended Crescent Lake, OR Post Office and Continue to Provide a Nonpersonnel Unit, which was posted from February 2, 2009 through March 5, 2009.

As may be inferred from the dates on that Final Determination, final action discontinuing the Crescent Lack Post Office was undertaken more than a year ago. The Postal Service accordingly expects to be filing a motion to dismiss this proceeding for lack of the Commission’s subject matter jurisdiction to consider the appeal at an appropriate time. That pleading will also cite to and provide

copies of additional official and publicly available documentation regarding the status of the Crescent Lake Post Office.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Pricing and Product
Support

Ken N. Hollies
James M. Mecone

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 268-8917; Fax -6187
March 29, 2010

**Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates**

Post Office Final Determination Posting Dates*

Date posted: 02/02/2009

Actual discontinuance date: 12/06/2005

Date removed: 03/05/2009

Official discontinuance date: 05/09/2009

No. of days posted: 31

(Headquarters entry): HS

Note: Unless otherwise stated, the official discontinuance date listed in the *Postal Bulletin* will be the first Saturday that falls 90 days after the final determination is posted. For a Community Post Office (CPO), classified station, or classified branch, the discontinuance date is 90 days after the Headquarters approval date.

**BEFORE CHANGE
POST OFFICE INFORMATION**

Post Office
Name and State: Crescent Lake OR

ZIP Code: 97425 Finance No.: 40-2032

County/Parish: Klamath

Type of discontinuance:
Consolidate () Close (X)

Type of discontinued facility

Post Office (X)
Classified Station () Branch ()
Community Post Office (CPO) ()

Coordinator name and title: Ranae Wittenburg
Telephone: 503-294-2295

**AFTER CHANGE
POST OFFICE INFORMATION**

Administrative
Post Office: Crescent OR

ZIP Code: 97733 Finance No.: 40-2016

County/Parish: Klamath

Original name retained? Yes (X) No ()
New last line of customer address is:
Crescent Lake OR 97733

Type of replacement service

Post Office () Route () NPU (X)
Classified station () Branch ()
Contract Unit () CPO ()

Date: March 9, 2009
(Location) District: Portland

Mailing instructions for independent Post Office discontinuance. When the final determination is removed, send the round-date stamped front cover showing the posting dates and three copies of this *Postal Bulletin Post Office Change Announcement Form* to:

OMEGA RUTH
RETAIL OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 5621
WASHINGTON DC 20260-5621
FAX: (202) 268-5102

The announcement cannot be made in the *Postal Bulletin* unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-3171.

Headquarters entry: () TL (X) HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent Post Office must be posted for at least 30 days.

DATE OF POSTING 

DATE OF REMOVAL 

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
CRESCENT LAKE, OR POST OFFICE
AND CONTINUE TO PROVIDE
A NONPERSONNEL UNIT

DOCKET NUMBER 97425



DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
PORTLAND DISTRICT
715 NW HOYT STREET
PORTLAND, OR 97208-3079

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Crescent Lake, OR 97425-9998

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

Please provide public notice by prominently posting a copy of the final determination in the appropriate post office(s). Make a copy of the completed record available for public inspection during normal working hours at the post office(s) during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero."

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

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

APPEAL

Providing there are no appeals to the Postal Regulatory Commission, the office will be officially discontinued the first Saturday 90 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

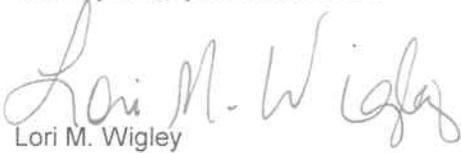
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to headquarters. The official record should be archived at the district by the post office discontinuance coordinator after the appeal decision is rendered and/or the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Omega Ruth at (202) 268-3171.

Thank you for your assistance.


Lori M. Wigley

Attachments (2)

cc: Vice President, Area Operations, Western Area
Headquarters Library
Headquarters Historian

Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: _____

Actual discontinuance date: _____

Date removed: _____

Official discontinuance date: _____

No. of days posted: _____

(Headquarters entry) _____

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday 90 days after the final determination is posted. For a community post office, classified station, or classified branch, the discontinuance date is 90 days after the Headquarters approval date.

**BEFORE CHANGE
POST OFFICE INFORMATION**

Post Office
name and state: _____

ZIP Code: _____ Finance no.: _____

County/parish: _____

Type of discontinuance:
Consolidate () Close ()

Type of discontinued facility

Post Office ()
Classified Station () Branch ()
Community Post Office (CPO) ()

Coordinator name and title _____
Telephone: _____

**AFTER CHANGE
POST OFFICE INFORMATION**

Administrative
Post Office: _____

ZIP Code: _____ Finance no.: _____

County/parish: _____

Original name retained? Yes () No ()
New last line of customer address is:

Type of replacement service

Post Office () Route ()
Classified Station () Branch ()
Contract Unit () Community Post Office ()

Date _____
(Location) District _____

Mailing instructions for independent post office discontinuance. When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this Postal Bulletin Post Office Change Announcement Form to:

OMEGA RUTH
RETAIL OPERATIONS
US POSTAL SERVICE
475 L'ENFANT PLAZA, S.W., ROOM 5621
WASHINGTON, DC 20260-5607
FAX: (202) 268-5102

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, USPS Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For non-suspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-3171.
Headquarters entry: () TL (X) HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent post office must be posted for at least 30 days.

DATE OF POSTING: _____

DATE OF REMOVAL: _____

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
CRESCENT LAKE, OR POST OFFICE
AND CONTINUE TO PROVIDE
A NONPERSONNEL UNIT

DOCKET NUMBER 97425

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Crescent Lake, OR Post Office and provide delivery and retail services by establishing a nonpersonnel unit (NPU) under the administrative responsibility of the Crescent, OR Post Office, located fifteen miles away. Service will also be provided to roadside mailboxes installed by customers on the carrier's line of travel.

A nonpersonnel unit (NPU) is a self-service unit which furnishes essential mail services, such as the collection and delivery of ordinary mail. Services such as the sale of stamps, money orders and the acceptance and delivery of certified, insured, registered, COD, and Express Mail are provided customers of NPUs by rural carriers at the time they service their units. Carriers are required to remain at the unit a minimum of 15 minutes each service day to provide these services.

The postmaster retired on June 23, 2006. The post office facility was destroyed by a fire. No suitable alternate quarters were available; therefore, service was suspended on December 6, 2005.

The Crescent Lake Post Office, an EAS-11 level, provided service 39 hours a week from 8:30 a.m. to 12 noon and 1 to 5 p.m., Monday through Friday, and 9 to 10:30 a.m. on Saturday to 136 post office box and 1 general delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$12,634.30 (37 revenue units) in FY-2003; \$11,423.37 (34 revenue units) in FY-2004; and \$10,651.28 (32 revenue units) in FY-2005. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from HCR delivery emanating from the Crescent Post Office, an EAS-13 level office, located fifteen miles away. Window service hours at Crescent are from 8 a.m. to 12:30 p.m. and 1:30 to 5 p.m., Monday through Friday, and closed on Saturday. There are 25 post office boxes available. On April 1, 2007 a nonpersonnel unit was established in the Odell Sportsman store to accommodate customers who wanted to receive mail in a post office box.

On March 14, 2006, representatives from the Postal Service were available at Crescent Lake to answer questions and provide information to customers. Eight customers attended the meeting.

Congressional inquiries were received on March 17, 2006; April 7, 2006; April 21, 2006; October 31, 2006; January 9, 2007; April 26, 2007 and April 17, 2008.

On March 7, 2008 questionnaires were distributed to delivery customers of the Crescent Lake Post Office. Questionnaires were also available over the counter for retail customers at Crescent. Thirty-eight questionnaires were returned. Three responses were favorable, twenty-five unfavorable, and ten expressed no opinion regarding the proposed alternate service.

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

1. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence.

-2-

If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Crescent Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

2. **Concern:** Customers felt the community should have a post office and wanted a new facility provided.

Response: No suitable quarters are available in the community to house an independent post office. A new lease would require a building which meets federal guidelines. A postal facility is not constructed when effective and regular service can be provided by a more cost-effective alternate service.

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

Response: The NPU has post office box service and will continue to provide the security and sanctity of mail offered by an independent post office.

4. **Concern:** Customers expressed concern about collection of outgoing mail.

Response: Collection of mail will be made by the carrier when serving the route. A collection box for the deposit of outgoing mail has been placed outside the Odell Sportsman store for customer convenience. The highway contract carrier is scheduled to arrive at the Odell Sportsman store at approximately 1 p.m., empty the collection box at 1:30 p.m. and depart at 1:40 p.m.

5. **Concern:** Customers were concerned that part-time residents and transient customers would not be able to obtain general delivery service or retail service.

Response: Customers may obtain general delivery and retail service at the Crescent Post Office, located 15 miles away. Boxes are also available at the NPU and the HCR carrier can provide retail service.

6. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Crescent Lake Post Office.

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

7. **Concern:** Customers asked why their post office was being discontinued while others were retained.

Response: Post offices are reviewed on a case-by-case basis. When there is a emergency suspension in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. The Postal Service estimates annual savings of \$26,164.00. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

9. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

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

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name. However, the ZIP Code will change to 97733. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

11. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or to the NPU. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Crescent Postmaster for more information.

12. **Concern:** Customers stated the Crescent Lake Post Office had been closed without going through the formal discontinuance procedure.

Response: Operation of the Crescent Lake Post Office was suspended because of an emergency but it has not been officially discontinued. An emergency suspension is a temporary change, not a permanent closing of the Crescent Lake Post Office. A community meeting was held on March 14, 2006, and questionnaires were sent to the Crescent Lake community on March 7, 2008. The proposal to close the Crescent Lake Post Office was posted for the 60-day mandatory posting period from July 21, 2008 to September 19, 2008. Regulations require the posting of a final determination to close a post office, which informs customers on how to appeal that determination to the Postal Regulatory Commission.

13. **Concern:** Customers wanted to know why the district manager did not attend the meeting.

Response: The Manager, Post Office Operations attended the meeting and they are directly responsible for the post offices in the area. They report directly to the district manager and keep the district manager apprised on all issues.

14. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

15. **Concern:** Customers expressed concern about misdelivered mail.
- Response:** The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
16. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
17. **Concern:** Customers expressed concern that postal employees at the Crescent Post Office are rude.
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster.
18. **Concern:** Customers wanted a post office established.
- Response:** A post office is not created when effective and regular service can be provided by established forms of service, such as HCR delivery. Growth and workload will be monitored to determine the future service needs of the area and changes will be made based on those needs.
19. **Concern:** Customers expressed concern that they were not being notified when packages are being held at the Crescent Post Office.
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Customer concerns will be investigated and appropriate action will be taken.
20. **Concern:** Customers were concerned about a change of ZIP Code.
- Response:** The proposed change of the ZIP Code is necessary for the expeditious delivery of the mail. Automated mail sorting equipment reads the ZIP Codes and sorts the mail to the office of destination. The ZIP Code change will result in faster delivery to post office customers.
21. **Concern:** Customers expressed concern that the NPU would be removed from the Odell Sportsman store and customers would be forced to drive to Crescent.
- Response:** Loss of the facility together with the lack of any suitable alternative quarters triggered an emergency suspension of operations in the Crescent Lake Post Office. A suspension is a temporary situation, and the Crescent Lake Post Office has not been officially closed.

The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. That permanent service is HCR delivery to the NPU which will remain.

22. **Concern:** Customers expressed concern that utilizing the same ZIP Code for two communities with similar names would create confusion with emergency service personnel.

Response: The situation in which a mail delivery address differs from the geographic or political name of a community is a common one throughout the country. The Postal Service does not assign street names or house numbers, although we work with local government officials to minimize the possibility of confusion when street names and numbers are assigned. As new housing developments emerge, political jurisdictions expand, or areas incorporate into separate communities, delivery is extended from a nearby established post office which is capable of accommodating the new territory. As a consequence, literally thousands of communities throughout the nation do not have a mail delivery address identity because it would be too costly to establish a new post office simply for this purpose. Nor are ZIP Codes created for this purpose. ZIP Codes and mailing addresses are intended to help us provide prompt and accurate mail service. Emergency service personnel rely on physical addresses assigned by local governments, not mailing addresses, to provide service.

23. **Concern:** Customers expressed concern that problems occur when trying to use the 97733 ZIP Code with the Crescent Lake community name.

Response: This situation has occurred because no official ZIP Code change is made until an office is officially discontinued. This problem should be eliminated when the discontinuance is finalized. If the Crescent Lake Post Office is discontinued, customers may continue to use the Crescent Lake name in their mailing address. However, the ZIP Code will then be updated in all systems to reflect 97733.

24. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is a customer-oriented organization that works hard to get its customers and employees to share that orientation. We appreciate hearing from customers on how successful those efforts have been. In this case, the concerns and opinions of the Crescent Lake customers are very important in determining the best alternate form of effective and regular service to offer the community.

25. **Concern:** Customers suggested we contract with a local business and provide service through a community post office (CPO).

Response: A solicitation for interested bidders to establish a CPO was issued in August of 2006. Unfortunately no offers were received from prospective bidders.

Some advantages of the final determination are:

1. Maintains a postal facility and retail outlet in the community.
2. Delivery and retail services are provided by the carrier. The carrier will be available for a designated period each day to provide special services.

3. Customers will continue to use the same mailing address, except for a change in ZIP Code.
4. The unit will continue to provide nonpostal services, a community gathering place, and an information center.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

Some disadvantages of the final determination are:

1. Loss of an independent post office and postmaster position.
2. Meeting the carrier at the NPU to transact business. However, it is not necessary to be present to conduct most postal transactions.

The proposal to close the Crescent Lake Post Office was posted with an invitation for public comment at the Crescent Post Office from July 21, 2008 through September 19, 2008. No comments were received.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Crescent Lake is an unincorporated rural community located in Klamath County. The community is administered politically by the county. Police protection is provided by the Klamath County Sheriff's Department and the Oregon Highway Patrol. Fire protection, is provided by Central Cascades Fire and EMS. The community is comprised of retired people, farmers, and those who commute to work at nearby communities and work in local businesses.

The Diamond Peaks Home Owners Association, Emerald Meadows Home Owners Association and Central Cascades Fire & EMS are located in the community. Businesses include: Big Mountain Towing, C.C. Construction, Crescent Creek Cottages, Crescent Lake General Store, Crescent Lake Lodge, Crescent Lake Realty, Diamond Peaks RV Park, GPI Inc., Manley's, Murray's Lawn Care, Odell Lake Resort, Odell Sportsman, Recreation Resource, Shelter Cove Resort, Walker Rim Riders and Willamette Pass Inn. Residents travel to nearby communities for other supplies and services.

Nonpostal services provided at the Crescent Lake Post Office will be available at the NPU. Government forms normally provided by the post office will also be available at the Crescent Post Office or by contacting your local government agency.

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

1. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: The NPU will maintain a facility in the community and will continue to serve as a convenient gathering place and an information center.

2. **Concern:** Customers were concerned about growth in the community.

Response: The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

3. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Crescent Lake name in addresses. However, to ensure effective and regular service, the ZIP Code will change to 97733.

4. **Concern:** Customers felt the post office should remain open since they paid taxes.

Response: The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for customers.

5. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the Crescent Lake community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

The ZIP Code of 97425 will be discontinued from the National Five-Digit ZIP Code and Post Office Directory. Customer addresses will change. For example:

Present Address:

JOHN DOE
PO BOX 1
CRESCENT LAKE OR 97425-0001

Proposed Address:

JOHN DOE
100 MAIN ST
CRESCENT LAKE OR 97733-1000

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Crescent Lake Post Office on December 6, 2005.

III. EFFECT ON EMPLOYEES

The postmaster retired on June 23, 2006. The noncareer postmaster relief (PMR) was separated from the Postal Service when the office was suspended. No other postal employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$26,164.00 with a breakdown as follows:

Postmaster's Salary (EAS-11, Minimum)	\$30,340.00
Fringe Benefits @33.5%	10,164.00
Rental Costs, Excluding Utilities	+ 2,520.00
Total Annual Costs	\$43,024.00
Less Cost of Replacement Service	-16,860.00
Total Annual Savings	\$26,164.00

A one-time expense of \$15,405.79 was incurred for construction costs to establish the nonpersonnel unit.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Crescent Lake Post Office and provide delivery and retail services by establishing a nonpersonnel unit under the administrative responsibility of the Crescent Post Office, located fifteen miles away.

The postmaster retired on June 23, 2006. Operations were suspended on December 6, 2005 due to a fire that destroyed the postal facility. There were no suitable alternate quarters available. The noncareer PMR was separated from the Postal Service. No other employee was adversely affected.

The Crescent Lake Post Office provided 39 hours of window service per week to 137 customers. There were no permit mailers or postage meter customers.

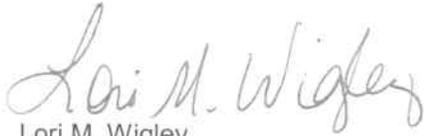
Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name will be retained in the mailing address. However, the ZIP Code will change to 97733. The Postal Service will save an estimated \$26,164.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

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

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Crescent Post Office during normal office hours.

- B. **Appeal Rights.** This final determination to close the suspended Crescent Lake Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Avenue NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination, is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at the Crescent Post Office during normal office hours.



Lori M. Wigley
Manager, Customer Service Operations

1/9/09
Date

DOCKET NO. 91425ITEM NO. 40

U. S. Postal Service
POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
 Fact Sheet

PAGE 3251. Date Prepared
May 23, 2008

2. Post Office Name <u>Crescent Lake</u>		3. State and ZIP + 4 Code OR 97425-9998	
4. District <u>Portland</u>		5. County <u>Klamath</u>	
6. Congressional District <u>2</u>		7. Reason for Proposal to Discontinue <u>The facility was completely destroyed by fire.</u>	
8. Post Office Emergency Suspended (Reason and Date) <u>12/6/2005</u>		9. Proposed Permanent Alternate Service <u>HCR delivery to non-personnel unit and roadside mailboxes installed by customers.</u>	
10. Staffing		11. Hours of Service	
a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason & Date: <u>Postmaster retired on 6/23/06.</u>		a. Time M-F <u>8:30 a.m. – 12:00 p.m.</u> <u>1:00 – 5:00 p.m.</u>	
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Noncareer		b. Lobby Time M-F <u>24 Hours</u>	
c. Current PM Position Level EAS-11 Downgraded from EAS-		Sat. <u>9:00 – 10:30 a.m.</u>	
d. No. of Clerks <u>0</u> No. of Career <u>0</u> No. of Noncareer <u>0</u>		Total window hours per week ↓ <u>39</u>	
e. No. of Others <u>1</u> No. of Career <u>0</u> No. of Noncareer <u>1</u>		Sat. <u>24 Hours</u>	
12. Number of Customers Served		13. Daily Volume (Pieces)	
a. General Delivery <u>1</u>		Types of Mail	
b. P. O. Box <u>136</u>		Received	
c. City Delivery <u>0</u>		Dispatched	
d. Rural Delivery/Intermediate Rural Delivery <u>0</u>		a. Letters	
e. Highway Contract Route/Intermediate HCR <u>0</u>		b. Newspapers	
f. Total → <u>137</u>		c. Parcels	
g. No. of Postage Meters <u>0</u>		d. Other	
h. Average No. Daily Transactions <u>Not Available</u>		e. Total →	
i. No. Receiving Duplicate Service <u>Not Available</u>		f. No. of Permits <u>0</u>	
14. Finances		g. No. of Permits <u>0</u>	
a. Revenue		b. EAS-minimum PM Basic Salary	
FY 04 <u>\$11,423.37</u>		<u>\$31,102.00</u>	
FY 05 <u>\$10,651.28</u>		c. PM Fringe Benefits (33.5% of b) <u>\$10,419.17</u>	
FY 06 <u>\$2,478.14</u>			
15a. Quarters			
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (If Leased, Expiration Date) <u>01/31/2009</u> Annual Lease \$ <u>2,520.00</u>			
30 Day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must vacate by) _____ (Date)			
Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
15b. Explain: <u>The Crescent Lake Post Office was situated in leased space inside the Odell Sportsman which was destroyed by a fire on 12/6/2005. The Odell Sportsman was rebuilt and the Postal Service is once again leasing space inside the store for the non-personnel unit.</u>			
16. Schools, Religious Institutions and Social Organizations in Service Area. Names: _____ No. _____		18. Administrative/Emanating Office (Proposed)	
<u>Diamond Peaks Home Owners Association, Emerald Meadows Home Owners Association, Central Cascades Fire & EMS</u>		Finance Number: <u>40-2016</u> city delivery <input type="checkbox"/> noncity delivery <input checked="" type="checkbox"/>	
		Name <u>Crescent</u> EAS level <u>13</u> Miles Away <u>15</u>	
		Window Service Hours: M-F <u>8:00 a.m. – 5:00 p.m.</u> Sat. <u>Closed</u>	
		Lobby Hours: M-F <u>24 Hours</u> Sat. <u>24 Hours</u>	
		PO Boxes Installed <u>364</u> PO Boxes Unused <u>25</u>	
17. Businesses and local Government Offices in Service Area Names: _____ No. _____		19. Nearest Post Office (If different from above)	
<u>Big Mountain Towing, C.C. Construction, Crescent Creek Cottages, Crescent Lake General Store, Crescent Lake Lodge, Crescent Lake Realty, Diamond Peaks RV Park, GPI Inc, Manley's, Murray's Lawn Care, Odell Lake Resort, Odell Sportsman, Recreation Resource, Shelter Cove Resort, Walker Rim Riders, Willamette Pass Inn</u>		Name <u>Same</u> EAS level _____ Miles Away _____	
		Window Service Hours: M-F _____ Sat. _____	
		Lobby Hours: M-F _____ Sat. _____	
		PO Boxes Installed _____ PO Boxes Unused _____	
Prepared By _____			
Printed Name and Title <u>Ranae Wittenburg, Post Office Review Coordinator</u>		Signature <u>Ranae Wittenburg</u>	
District PO Review Coordinator Name <u>Ranae Wittenburg</u>		Telephone No. AC () <u>(503) 294-2295</u>	
Telephone No. AC () <u>(503) 294-2295</u>			