

February 22, 2010

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

ATT: Richard Oliver-Docket # PI 2010-1

Response to: Final Determination to Close The Suspended Crescent Lake, OR
Post Office and to continue to Provide A Nonpersonnel Unit.

Dear Postal Regulatory Commission,

Docket No.: 97425

Item No.: 60

Pages 365 to 374

Missing page 375

And:

Docket No. 97425

Item No.: 62

Page: 376

My first opportunity to review this document was Feb. 19, 2010. It is filled with half-truths, intentional misstatement of facts, and omissions. I cannot say where this document was posted. I can say it was not posted at Crescent Lake, nor did I receive a copy in my post office box. Since page 375 was not provided, I question whether it was posted at all. The credibility is severely lacking. **I did not receive a notice of closure nor did I receive the "questionnaire" alluded to in this document.**

I will address each issue by page and/or item number since there are too many to address in a para-

graph or two.

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.

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1. *Responsiveness to Community Postal Needs: Paragraph 1.*

The title alone is enough to grind my teeth! The "roadside mailboxes installed by customers on the carrier's line of travel" is not correct. We were offered 3 locations for numbered box units along Highway 58, a major trucking thoroughfare. The safety of citizens, the safety of the mail and the maintenance of the units was never addressed to the satisfaction of anyone. It was a carrot dangled to make Postal Officials appear to be helpful. It was never a real solution and continues to be used as a way for the USPS to say "we tried".

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.

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Paragraph 2.

To date I have never seen the "rural carrier" at our "NPU Unit" not to be confused with the NBU unit offered. I met with Yvonne Huston, Postmaster of Crescent, today and confirmed that the rural carrier does not have the ability to offer "sale of stamps, money orders, and the acceptance and delivery of certified, insured, registered, COD and express mail". The "rural carrier" can pick up a package, take it to Crescent to be weighed, have the postmaster notify the sender of the postage due and then hold the package until they receive the money. Once the postmaster receives the money she will then mail the package. This solution is ludicrous. This delays First Class mail for days! This your responsiveness to our needs?

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.

Paragraph 4.

This is probably the most misleading paragraph. When discussing revenue, it appears that we only had 37, 34 and 32 revenue units. In fact, we had never paid for our post office boxes. We were told that since no curbside delivery was available, we would not be charged for them. In fact, all 135 post office boxes were in use and additional residents were receiving mail by "general delivery" until boxes became available. That is why the post office re-negotiated to have 260 boxes available

right before the fire. The revenue stream came from services paid for by local residents for "outgoing" mail. **What about revenue generated for all the incoming mail? We would have paid for our boxes as we are doing now.** What is the current revenue stream just on the post office boxes at the NPU? There were no permit mailers or postage meter customers because we were told we had to go to Crescent or Gilchrist to set that up. I personally went to the post office to request information about securing a postage meter and was directed to the other cities. We did not have them because they were not available! The revenue stream is understated, untrue and misleading.

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.

Paragraph 5.

Our services at Crescent Post Office were limited. We could not pick up our mail before 10:30. It required driving on treacherous roads. We have an elderly population that were terrified of driving this stretch of road. We had residents that work full time that could not get to Crescent to get their mail because it was closed on Saturday. Numerous residents were picking up mail for others. There was no privacy for your mail. It was a nightmare. Our local fire department, of which I was a member of the Board, finally offered to allow NBU's to be placed in the parking lot until we could get our post office back. This was a temporary solution and occurred after one of our elderly local residents died

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.

on the Crescent Cut Off Road in a single car accident on icy roads.

Paragraph 6.

This comment completely ignores the fact that at the March 14, 2006 town hall meeting was attended by over 100 local residents and USPS officials. This meeting was standing room only. (See article on Page 4 & 5; The Bulletin, March 16, 2006.)

We made our concerns very clear. Marcia Teeters was one of the USPS officials that attended. It was in the middle of a snow storm and she was very distressed by the road conditions that she had to drive to get to the meeting. I imagine our daily distress to get our mail! The meeting described in this letter was not to secure any additional information. Do not pretend that the USPS was offering anything to this community. March 14, 2006 was a Tuesday. Was that intentional to get the least number of residents?

At this meeting one of our local businessman stood up and stated that if the Crescent Lake Post Office was closed he would have to move his mail order business somewhere else. He could not take the time out of his business day to drive to a town over 18 miles away.

Crescent Lake residents want new post office

Community members say they don't want quick fix to replace old post office

By Laura Moss / *The Bulletin*

Published: March 16, 2006 4:00AM PST

CRESCENT LAKE - At a standing-room-only town hall meeting on Tuesday, residents of the Crescent Lake postal area were displeased that a final decision has not been made on whether the post office will be re-established, since it burned down in December.

One thing everybody agreed on: Residents are willing to continue making the more than 30-mile round-trip drive to Crescent for their postal needs, if postal authorities will concentrate on getting them a permanent solution to their problem, not a quick fix.

The fire occurred at the Odell Sportsman Center building where the post office was located. The cause of the fire is not yet being released.

At the time of the fire, the post office had 260 boxes, and a long waiting list for more. It also served general delivery customers who used their street address but still came in to the post office to collect their mail.

After the fire, mail was rerouted to the Crescent Post Office, and Crescent Lake community members were left without a place to gather each day and meet with others.

"I'm comforted of the fact that the community is of one accord," said Carol Goeveling, a Crescent Lake resident. "And I'm pleased with the turnout," she added, of the more than 60 people who came from Crescent Lake, Odell Lake and Two Rivers - the areas that utilize the Crescent Lake Post Office - to attend the meeting.

Marcee Teeters, acting manager for the Portland postal district, which includes all of Oregon, said that postal officials take ownership for the delay in reinstating the local post office. She added that there were still no permanent answers, and that she was not the one to give them.

Odell Sportsman Center building owner Mark Bolton is preparing to rebuild his store, and he's drawing up plans for the building to include the post office once again. He's hoping that his store will be open for business on July 1.

Now he's waiting for the go or no-go from postal authorities.

"If they don't give us the post office, we'll have a 20-by-20 (foot) dance floor or something, I guess," Bolton said.

Postal authorities said the long wait is because many regulations that have to be met in an occurrence like the fire, where all records were destroyed. They added that while Bolton's building is available for them, and they're not saying no to that option, officials have to make sure that all federal requirements are being met before making the final decision.

Short-term solutions that the postal authorities brought to the table, like highway contract routes or temporary cluster boxes, were received with a less-than-enthusiastic response.

In the case of a highway contract route, which would provide home delivery and pick up, residents agreed that it still wouldn't meet all of their needs and wants, and that it is not a viable option in their snowy, remote area.

Clustered boxes at certain points throughout the area were an even less popular idea, with many residents concerned with theft, vandalism and size restrictions.

Another common worry among community members is that a temporary fix would turn into a permanent solution, and the only permanent solution that residents want is for the post office to go back in Bolton's building.

Bolton said that he is fully prepared to make the building compliant with disabilities and other regulations to meet federal needs, which brought on a wave of applause and cheering from the crowd.

More cheers came at the end of the meeting when Klamath County Commissioner John Elliot said that Klamath County would do whatever it could to help Bolton get through all the red tape that may be involved to get the post office up and running in his building again.

Residents repeatedly stood up and stated that they were more than willing to continue to drive to Crescent, as long as they would get their own post office back in the end.

"As long as we have a light at the end of the tunnel, we'll drive (to Crescent)," said Holly Henderson, a Crescent Lake resident and the president of the Crescent-Odell Lakes Volunteer Response Team.

Laura Moss can be reached at 541-617-7866 or lmoss@bendbulletin.com.

Paragraph 7.

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.

Obviously the USPS places no greater respect for "the inquiries" of our elected officials than they do the citizens of Crescent Lake! We turned to our elected officials for assistance when we were treated with disdain by the USPS. You fail to describe the content of the congressional inquiries, another omission on your part.

Paragraph 8.

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.

Why waste the paper the questionnaires were written on? They obviously were only used as a way for the USPS to cover their collective behinds when the citizens of Crescent Lake refused to "go away". How much "revenue" was wasted for this project? What was the purpose since you had no intention of actually listening to our needs and concerns?

Let me respond to your response to our concerns:

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.

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.

The rural carrier has never attempted to deliver any large parcels or accountable mail to my address. I live on Highway 58 and the carrier passes my home and business twice a day. I went to the Crescent Post Office today and spoke with Yvonne Huston, Postmaster. I requested that my mail be delivered to my home and businesses. I live 25 feet from their line of travel. Ms. Huston emphatically stated that I would not be getting any mail delivered to my home and he would not attempt to deliver large parcels or accountable mail. So, which is it? Your response is not true. Are you intentionally misleading your superiors or are you just misinformed by your subordinates?

I can personally guarantee you that no resident of this community has ever had a parcel or accountable mail delivered or even an attempt at delivery to their home or business. I have received phone calls from the Crescent Post Office to drive there and pick up such items.

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.

*We have a new building that meets federal guidelines already in place. The owner of the Odell Sportsman expected the post office to re-open after he re-built and provided this in his facility. It currently houses the NPU boxes we are using. Mr. Bolton met with postal officials repeatedly during **the building process to make sure the facility would meet the guidelines. The old post office couldn't have met any guidelines yet we had a full service post office. Which is it? Your response is a blatant misstatement of fact. Have you actually visited the Crescent Lake Post Office?***

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.

When and if the mail actually makes it into the correct post office box it should be safe. Our problem occurs when mail is mis-delivered into a box that is owned by a part-time resident. We do not actually get our mis-delivered mail until they return and that could be months. In February I received a Christmas card that was mailed in November. I am sure it was plenty safe just not delivered! A permanent postal employee at our post office would know if mail was going into the wrong box.

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.

We do have a collection box. Let's just hope we have the correct postage and that it actually fits in the collection box.

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.

Though in theory this may be accurate, you should check with the Postmaster at Crescent. I may have misunderstood her concerns about General Delivery.

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.

See #3 above. The concern should have read "customer service". The USPS is severely lacking in any type of customer service. To suggest that "special assistance" will be provided is condescending and blatantly untrue. We have disabled residents that need "special assistance". Today, I requested "special assistance" for a disabled resident and was flatly denied by Yvonne Huston. She stated there would be no home delivery, no special assistance, and don't bother to ask. Which is it? Your response makes it appear that we are getting services. We are not and are not going to get them. Is your response just to appease "higher ups"?

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.

Again you supply "boiler plate" responses to real concerns. Your suggestion that we are getting carrier service is erroneous. We have a person drive from Crescent to Crescent Lake, stuff the post office boxes, pick up outgoing mail and leave. Of course this is cost effective. If we were actually getting the services you say we are it may be a different story. Your suggestion of an annual savings of \$26,164.00 is based on information that is at best incorrect and at most blatantly false.

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.

Again, your assumption is that our "carrier" is actually delivering mail, packages or accountable mail. He certainly doesn't need, or have, warning lights or signs. We cannot even describe his/her vehicle to you.

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.

To date we continue to suffer serious problems with the new P. O. Box numbers and zip codes. Your suggestion that we can still use Crescent Lake is false. The DMV, Veteran's Administration, Social Security, our banks, online businesses, etc. do not recognize Crescent Lake with the 97733 zip code. The DMV actually sends you a change of address sticker to put on your driver's license if you try to use Crescent Lake. This is a blatantly false statement. We have lost our community identification which causes severe financial hardship. Mail is returned to sender and we are not even aware. Senders are sent postal stickers "correcting" our information. Our mail is mis-delivered. Are you even aware of your own change of address system? Real Estate clients are re-directed to Crescent. Guests of our resort cannot find us. You have created a mess.

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.

Completely false! I requested delivery for my mother who is disabled. She cannot walk or drive. Her driveway is on Highway 58. The "carrier" drives by her driveway twice a day. I was emphatically told today by the Postmaster of Crescent that she cannot have "special assistance" and would not get it any time soon. She denied that any such assistance was available. Which is it? Your response says we currently receive such service. You direct us to the Postmaster in Crescent. She denies this service is available.

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.

We have battled and been ignored throughout this entire process. Whether or not you went through the correct procedures is irrelevant. You may have gone through the motions but never had any intention of investigating the needs and concerns. You had just re-negotiated an increase in this post office. How do you justify your actions? What is the "hidden agenda"? There has to be one since your actions are not based in fact or common sense. How about the truth?

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.

The District Manager has treated this community with disdain from the beginning. Please name which "manager" actually attended which meeting. The post office has trotted out officials from Portland, Eugene, Bend, and even Denver. Which manager, "directly responsible for the post offices in the area" are you referring to?

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.

This is completely false! We receive no services from this "carrier" and must drive to Crescent to mail packages, collect large packages or accountable mail, COD's, money orders, express mail, etc.

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.

Mis-delivered mail may mean not getting any mail for months. How can you know it was mis-delivered if you were not expecting it? I requested Consumer Complaint Cards from the local Post Offices and was told they no longer exist. They used to mean something. When a supervisor or carrier got a consumer complaint card they responded immediately. Does the post office no longer care what we consumers have to say?

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.

If we were actually receiving rural route service, this may be an issue.

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.

No comment.

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.

We already had a post office. We did not need one to "be created" just restored. This community is growing and the need of additional postal boxes confirmed this. How can you justify closing our post office and taking our zip code? Please respond honestly, succinctly, and with facts.

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.

I thought packages were being delivered when they did not fit in the boxes or a receipt was left in the post office box to indicate where the package was and if the customer wanted re-delivery? Obviously from this concern you can see that is not the case. I was also told today by the Postmaster in Crescent that it was not going to ever happen. She stated the "carrier" would just get lost.

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.

This is the greatest concern of all. Your response is condescending and untrue. You did not "change" our zip code. You lumped us in with the zip code of a city that has a similar name but is 18 miles away. You took our zip code and "retired it" for the mandatory 10 years before it can be given out. Our zip code is available. Please return it immediately. You state that zip codes are for mail sorting only. You may want to notify the US Government, State Government, Google Earth, Map Quest, Insurance Agencies, MLS, Veterans, and on and on that use the zip code to identify locations. Political parties, the census and re-districting also use the zip code as an identifier. NOAA, Weather Stations, and Fire/EMS use the zip code to identify locations or areas in danger. Please do not pretend that the zip code of a community is just about "faster delivery to post office customers". We have lived this nightmare!

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.

You made your determination that we would not get our post office returned within days of the fire. Don't pretend that you have ever listened to this community. Statements by your slew of postal officials made it quite clear that you had no intention of returning our services. We have been fighting an uphill battle since day one. All the procedures, questionnaires, "posted" statements and condescending letters have done nothing to restore services to this community or to make us believe you are even listening.

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.

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See response to #20 above. Again, your suggestion that the zip code is used for the sorting of mail only is a cop out. I think it is time to notify all agencies, businesses, etc. that they can no longer use or rely on the zip code for efficient use of emergency services, census, re-districting, business or any location identity. If the post office cares so little for the safety of our communities, it is imperative that we notify all communities immediately. Possibly UPS or FedEx can come up with their own "zip codes" as they drive from Eugene with one package to our little mountain community. They actually deliver to our homes. I am sure it is not cost efficient but it is customer service. That customer service is returned to them ten fold when we encourage family, friends and business associates to use their services since we cannot rely on the USPS. Think about it!

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.

This is false. The Post Office sends a "correction" card to anyone mailing with the 97733 zip to Crescent Lake. They demand that the address be changed to Crescent. Our mail is full of yellow stickers from the Post Office demanding that the "correct" address be used. When trying to order something online, if you try to use 97733 with Crescent Lake it is automatically changed to Crescent. While trying to download college scholarship information for my son this month, it would not accept Crescent Lake and 97733. My son does not live in Crescent, he lives in Crescent Lake. Some scholarships are awarded based on the location of the student and the demographics. Your continued assertion that we can use Crescent Lake is false and misleading. Do you not even know your own postal policies and procedures?

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.

See response to #1 through 23!!!

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.

We did not want or deserve a "contract" post office. We had a re-built post office that was completely sufficient for our needs. Bidding for a contract post office would have undermined all the hard work we were doing to get our post office and zip code back. You take this as dis-interest. We take it as solidarity in our cause to re-establish our post office in the location it should have been and to retain our zip code. Why would you put out a bid for a contract post office unless you had already made the determination that we were not getting ours back? You contradict your own statements.

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.

Your "Advantages" :

Numbers 1 through 5 have been addressed above. They are false, misleading and omit several factors.

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.

Your "Disadvantages":

The extreme financial, physical and emotional hardships we have endured are listed above. Again your condescending statements just prove your complete disdain and disregard for this 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.

Your "Effect on the Community":

To pretend that you have any real knowledge of the effect on this community is condescending and arrogant. Your response to the five concerns you list is insulting. To suggest there is "minimal growth" and there has been "no effect" on the business community is an outright lie. I am a real estate broker, I know the growth in this community. Had you bothered to actually check the growth in our property tax base, you may have at least omitted this statement. Your suggestion that our number one concern was a "gathering place" confirms your elitist mentality and complete disregard for the truth. Your response to the concern for the loss of our identity was condescending at best. To lecture this community as to the definition of an community's identity was insulting. Your other responses have been addressed above.

Your effect on employees and economic savings are inconsequential. The only employee passed away before the new office was completed. I do not agree with your assertion that there is an economic savings and would like the specific documentation to back it up. This should include mail/packages and services coming into this area.

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.

"Summary"

I will not bother to respond to your Summary, since it is filled with half truths, outright lies, omissions and mis-information. They have been addressed above. However, I will offer my own summary:

The USPS had re-negotiated a contract with Mark Bolton, owner of Odell Sportsman, to increase our post office from 135 boxes to 260 boxes just prior to the fire that destroyed the old building. The Postal Service decided to use a "special clause" in the contract as a way to break the contract and take our post office and zip code. From our very first communication with USPS officials, we were treated with arrogance, disdain, disrespect and ignored. I am sure the USPS had no idea that the elected officials in our community were intelligent, well read, and determined to represent the best interest of the members of our community.

We scaled each hurdle placed in front of us, jumped through each hoop and did our best to contact anyone and everyone for assistance in this matter. The USPS trotted out official after official in an attempt to "explain" their position to us. Refusing to listen or hear what we had to say. I am sure it was quite irritating to some that we would just not give up.

To see this "posting" for the first time on 2/19/10 and to have been given no opportunity to respond, proves to me that this was an attempt to subvert our ability to respond in a timely matter. I find it interesting that that this appears following an article in the Bend Bulletin last week. Our recent correspondence with the postal rate commission and their willingness to hear us, leads me to believe that this document was produced as a way to cover someone's rear end. It is also interesting that the author of the article found our zip code on the USPS web site last week as still active for this commu-

nity. It has since disappeared from the USPS web site. How interesting.

Once I reviewed the latest correspondence between our fire chief and a Mr. Anderson from Portland USPS, I immediately went to the Crescent Post Office to request the services we are reportedly receiving. I was met by a very upset postmistress who called our fire chief a "god damn liar". She stated that the article in *The Bulletin* and the quotes attributed to us were a bunch of "god damn lies". I did not respond in kind but did ask that the services we were supposedly entitled to be started immediately. She asked who said we were getting these services and I told her Mr. Anderson. She informed me that all letters from the district were supposed to go through her first. She then informed me that we were not getting any services from the "carrier", would never be getting services from the carrier and to not bother asking for them.

Miss Huston called me at home about an hour later to apologize for being rude. I explained to her that she was right in the middle of this and we were not going away. She stated that she had called Mr. Foster, from the District and he would be dealing with this.

I had not yet received this closure document and was not aware of all the supposed services we were receiving. I also received a letter from Mr. Anderson, another postal official being trotted out to appease us, after my conversation with Ms. Huston. He reiterates his desire to "listen to our concerns" and work toward an amicable conclusion. To me this is more of the same boiler plate, condescending statements that offer nothing to this community.

In conclusion, as a full time resident of Crescent Lake I will be forwarding this document and my responses to all my neighbors and friends.

As a business owner of two businesses in Crescent Lake I will be notifying my fellow Chamber of Commerce members, business associates, suppliers and agencies of the position of the USPS regarding communities, zip codes, customer service (or lack thereof) and fair dealing practices.

As a member of the Crescent Lake Community Action Team, I will be encouraging our community to continue this fight to secure our zip code and post office. This includes media, the postal rate commission, postal officials, and elected representatives.

If the USPS is really interested in assisting this community they would sit down in good faith and listen to this community. Please do not send any more postal officials to any meetings to give us any **more lectures on what we are not going to get**. I know the "powers that be" send their lackeys to do their bidding rather than deal in good faith. I want someone with the courage and honesty to deal with this community respectfully, to address our concerns honestly, and to return our zip code and our postal services immediately.

Sincerely,

Kerry Ellington

(my real address)

19100 Highway 58

P. O. Box 7

Crescent Lake, OR 97425