

DATE: March 30, 2010

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268

In the Matter of:

Crescent Lake	Oregon	97733 (97425)	:	Docket No: A-2010-4
Post Office	State	ZIP Code	:	

Carol Goeveling, President,
Crescent Lake Community Action Team
(CLCAT)

Petitioner(s) :

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the Crescent Lake, Oregon post office. The Final Determination was posted March 5, 2009

Available to me on February 19, 2010

2. In accordance with applicable law, 39 U.S.C. § 404(b)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages 1-2 of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

We believe the decision to close the Crescent Lake, Oregon Post Office was based on an accidental building fire which destroyed the Crescent Lake Post Office, rather than based on a deliberate and rational business decision.

To understand this argument, a person needs to understand that there are three post offices involved with this decision. There are two post offices in the small-communities of Gilchrist, Oregon and Crescent, Oregon, one of which was chosen to absorb the post office in Crescent Lake. These post offices are only separated by one mile, in reality, these communities make up one small town. Also, these collocated communities are supported by the same industry, a now dying lumber mill. (See attached map of area.)

More than 17 miles away is the resort community of Crescent Lake, Oregon. Of the three communities, Crescent Lake is the only one that is growing, even in these current **hard economic times. Crescent Lake's economy is based on it's many recreational features** including two large lakes and a snow-ski resort.

The most economic and logical decision that postal authorities could make, if their desire was to give maximum service to all three communities, would be to combine the Gilchrist-

Crescent post offices into one building, combine the staff and support the post office in the rebuilt Crescent Lake store, part time. This could still be done by having the Crescent Post Office staff give part of their day to support a new Gilchrist-Crescent Post office and part of their day to the Crescent Lake Post office.

Not only would that be the most economic approach to providing service to all of the postal patrons, but it would also be the most environmentally friendly. It would save money by eliminating the need to hire a Highway Route Carrier (HRC) because the mail would be delivered to Crescent Lake during the extra staff time saved by combining Gilchrist-Crescent into one post office; and it would help save the environment from Crescent **Lake resident's being forced to make multiple round trips of 34 to 72 miles to pick up their medications, packages, and other accountable mail.** Instead of the HRC and residents making the trip each day, the already-employed postal staff would drive once a day to Crescent Lake.

However, rather than taking the best business approach and managing the postal service to efficiently support all patrons, it appears that the local postal authorities prefer to let fate make the decision regarding which post office will be closed. While hurting the businesses of a growing community, when they could have efficiently supported the needs of all three communities by taking a proactive business stand, they simply followed the course of least effort.

History of the Events and Process:

Since December 5, 2005, when a fire destroyed the store that housed the Crescent Lake, Oregon Post Office 97425, the United States Postal Service (USPS) has not been forthright in their communications with the town and community. From the very first days after the fire there was no official notice from the USPS regarding where our mail was to be handled for the temporary time. It was only by word of mouth that members of the town and community learned that our mail was being held in a town approximately 17 to 36 miles away, depending on where in Crescent Lake you reside. This temporary solution was greatly appreciated by our residents. However, it was not expected that this temporary fix would remain the current business practice.

At the time of the fire our post office had transitioned and expanded from a Third Class post office (135 units) to a Second Class (260 units) post office.

Letters were written asking what the outcome would be regarding our Crescent Lake Post Office. Would the USPS place a temporary unit in our community? Would they purchase property that was available and build a post office? Were the USPS going to wait and place the post office back into the store after the owner had rebuilt? After writing letters and telephoning and the only response was silence on the part of the USPS the town and community quickly began to realize we needed help greater than ourselves. As postal patrons we were being ignored. Town and community members began to write letters and make telephone calls to our Congressional Representatives, State Officials, and local elected Officials.

It was not until sometime in February that the community heard from the USPS. We were given notice that the USPS Representatives wanted a town hall meeting on March 14, 2006. This town hall was scheduled, over 90 days after the initial fire.

The meeting was conducted by Marcie Teeters, Manager, Post Office Operations. The location of the meeting was the Community Room at the Central Cascades Fire & EMS Building and it was standing room only.

At the meeting, which was held during a snow storm, Marcie Teeters agreed that our conditions high in the Cascade Mountains of Oregon are unique and what works in suburbs, rural areas, and cities does not work here. Because of the depth of snow, over 180 inches per winter is typical for our town and community, it would be virtually impossible to have clusters of mail boxes located along Highway 58, a major commerce truck route.

After the March 14, 2006 meeting we were told that we would be kept informed if there were any changes to our situation. The USPS worked with Mark Bolton, owner of the Odell Sportsman, the store that originally housed the post office for Crescent Lake. The store was quickly rebuilt prior to the deadline that the USPS imposed at the town hall meeting for replacing the post office. This was in large part to the dedication and support by our Klamath County Commissioner John Elliott. Commissioner Elliott had attended the March 2006 USPS meeting and informed the town that he would do all he could to make the permit process flow smoothly. And he did just that.

In July of 2006 the residents of Crescent Lake were called together by the USPS Post Mistress, Crescent, Oregon. At this meeting we were informed that we needed to resign up for post office boxes and change our zip code to 97733 or we would not get our mail delivered to us. Hearing this threat we signed up for a post office box. And we were informed that the USPS had offered us mail delivery to cluster boxes therefore we were required to pay for our post office boxes. We paid for the boxes and wondered what was going on. No one had been told anything different at this point in time.

The following year we received a renewal for our post office boxes with the name Crescent, Oregon 97733. **We renewed our boxes but many of us wrote " Not Crescent, We are Crescent Lake." We received mail with** little yellow stickers on them insisting that we change our town name to Crescent from Crescent Lake. All the while when we would write the USPS we got non committal letters stating that we needed to use the 977 zip code to help with the processing of the mail. Over the last four years we have had our mail returned or lost. There has been no accountability by the USPS to solve the problems they created.

As of January 14, 2010, I wrote comments to the Postal Regulatory Commission regarding the suspension of our post office. As of that date we had not received any different information from the USPS District Manager or any other USPS representative, stating what is going to happen to our post office. We had only received correspondence from the USPS Manager of Operations stating that the mail for Crescent Lake would be handled out of Crescent, Oregon; where they have a post office that is 17+ miles away from the location of our original post office. The quickest route from the Crescent Lake Post Office to the Crescent Post Office is approximately 17.5 miles. The road linking Crescent Lake to Crescent is a secondary road and during the winter months is maintained only after main roads have been successfully cleared. We have only been told that we are

to use the Crescent zip code for ease of mail processing until a final decision was made regarding our Crescent Lake Post Office. As of January 14, 2010 we, in the town and community of Crescent Lake, had not received any information regarding any final decisions effecting our post office and our zip code.

The residents feel they have been harassed by the USPS demanding that we are to use the name Crescent, and not Crescent Lake. We are informed constantly by little yellow stickers not to use our own unique zip code and all mail with that zip (97425) would be returned. This dogmatic behavior by the USPS has led to our parcels being returned. Our packages, which are delivered by other carriers, are being lost. The use of another zip code has caused continuing confusion.

Now we are required to drive 34 to 72 miles round trip to the Crescent Post Office to sign a card in order for our Express mail to be delivered or wait a total of three days or more for the mail to be sent over to us for delivery. If we had our own post master/post mistress we would receive our mail the same day just like the postal patrons in other small towns and communities.

During the winter months the roads can be very icy and treacherous. Our fulltime resident population is mainly retirees. We have already had a fellow retiree die on the perilous winter roads while driving to the Crescent Post office, because he needed to pick up his mail.

Clearly, the USPS has not followed its required regulations and has not worked with our town and community to come to an equitable arrangement. The USPS has been nothing less than dismissive and has harassed our town to conform to their desires and they have not listened to residents regarding what is best for our town. On one hand a USPS representative will state directly to postal patrons that if anything is to happen to close your post office you will be informed. You all will receive a notice in your post office box regarding any actions. So the USPS representatives state one thing while they hide and in secret take actions so we can not know what is going on. This is deplorable!

On December 3, 2009; Misha Williams, a member of our town received a letter from the Commission informing the community that our post office was listed on a suspension list and we were encouraged to comment to the Commission before January 15, 2010. I personally wrote Comments regarding the Suspension of the Crescent Lake, Oregon Post Office.

January 20, 2010; Chief Tim Cramblit received a letter from Kim Anderson, District Manager regarding a letter he wrote the Commission and was forwarded on to the District Manager for response. In this letter Mr. **Anderson refers to the town and residents of Crescent Lake being offered "Curbside Delivery" in a letter** dated March 30, 2007. We are unable to find anyone in our town and surrounding community that received such a letter. Mr. Anderson, also refers to a letter dated March 7, 2008; regarding a questionnaire that was to be given to all postal patrons to determine any effect of a possible discontinuance of service. In fact NO letter stating that information was given to the Crescent Lake postal patrons.

Many postal patrons received a letter asking that we fill out a questionnaire regarding our service in order to improve service to our area. Some postal patrons did not receive this letter and questionnaire. I guess their letters were lost in the mail.

In the January 20, 2010 letter to Chief Cramblit there is NO mention by Mr. Anderson that the USPS had taken steps to close our post office.

On January 26, 2010, another letter from Mr. Anderson to Chief Cramblit. In this letter it states that "We are currently reviewing all possible options available that would meet the communities needs and enhance postal services in the area." " ...I hope to finalize our research and respond to you by February 15, 2010." Once again NO mention in this letter by Mr. Anderson that the USPS had taken steps to close our post office.

February 12, 2010; Mr. Anderson wrote another letter to Chief Cramblit. In this letter Mr. Anderson " ...I propose a meeting to discuss your concerns and possible accommodations for the Crescent Lake community." Once again NO mention in this letter by Mr. Anderson that the USPS had taken steps to close our post office.

February 16, 2010; article by Reporter Keith Chu, The Bulletin, Bend, Oregon newspaper wrote regarding the plight of Crescent Lake, Oregon residents with the USPS. In that article Keith Chu personally double checked that our post office was still considered active in the USPS system. In this article I am quoted as saying **"I think it is reasonable for the us to have our own zip code."** That is the last time we know our town's zip code was still considered active.

February 17, 2010; Chief Cramblit meets in Eugene, Oregon with the Mr. Anderson's selected representatives regarding "... concerns and possible accommodations for the Crescent Lake community." That evening I personally spoke with Chief Cramblit regarding the Mr. Anderson arranged meeting. I learned that the USPS representatives did not come and meet with Chief Cramblit to discuss "...concerns and possible accommodations for the Crescent Lake community." Chief Cramblit was given a document that had not been available to the community prior to this meeting. The document that he was given, by the USPS representatives, was "Final Determination to Close the Suspended Crescent Lake, Oregon Post Office." At this meeting there was a letter that the USPS Representatives refused to give a copy to Chief Cramblit. Also, at the meeting there was uncertainty by the USPS representatives regarding the location and posting of the Final Determination. After a short discussion between themselves they decided it must have been posted in Crescent, Oregon and not Crescent Lake, Oregon.

February 17, 2010; after speaking with Chief Cramblit on the telephone I personally went to my home computer and accessed the USPS website and placed my town's zip code in the USPS website. **"97425" was now totally removed from the USPS website. One day after the article came out in the Bend, Oregon newspaper and just over one month after I personally filed comments to the Postal Regulatory Commission regarding the suspension of our post office. We, Crescent Lake, Oregon, were removed from existence. No comments from USPS. No letters stating the process. No word of warning to us as stated by USPS Representatives. We were gone. Our identity as a town was removed.**

February 22, 2010; Mr. Anderson wrote a letter to Greg Walden, Congressional Representative, District 2, who is supporting us regarding the USPS and the reestablishment of a unique zip code and some level of service to Crescent Lake, Oregon. In this letter Mr. Anderson states that the situation in Crescent Lake, Oregon **"is still in flux."** Once again NO mention in this letter by Mr. Anderson that the USPS had taken steps to close our post office.

February 25, 2010; Mr. Anderson officially closed the Crescent Lake, Oregon Post Office. This is three days **after the letter to Congressman Walden stating issues were "still in flux."** What a slap to our Congressional Representative! What a slap to the postal patrons of Crescent Lake, Oregon!

February 19, 2010; I received my first look at the Final Determination. I am still unable to find someone in our postal area that remembers seeing this prior to it being posted by community members at our Crescent Lake, Oregon post office on February 19, 2010.

Kerry Ellington, resident of Crescent Lake, Oregon, and member of the Crescent Lake Community Action Team (CLCAT), has reviewed and commented on the Final Determination. Her response is attached to this statement.

March 8, 2010; I received a letter, dated March 4, 2010, from Kim Anderson, District Manager, regarding my request that he personally speak with elected officials to determine the final decision regarding our post office, town name, and zip code. In that letter he informed me that it was never his intention to assign, give, or **reinstate a unique zip code for our town. That there was no "operational" reason to give us a zip code. Also as part of this letter he gave me an advance copy of the Final Closure Document for our post office.**

March 9, 2010; I telephoned Mr. Anderson and left a message that I had a few questions of clarification regarding his letter to me dated March 4, 2010.

March 10, 2010; Scott Foster, Manager, Post Office Operations, Area 4, returned my telephone call around 2:15 PM to clarify my questions. In that telephone call I was informed by Mr. Foster that the USPS considers the Final Determination Date to be March 5, 2009. Since this document had not been made available to me prior to the date of February 19, 2010, I immediately wrote an appeal letter.

Also, as part of my telephone call with Mr. Foster I asked to have copies of or access to the Official Record. He is checking into this. I am still waiting for his response to this query. I also asked for a copy of the **Highway Route Carrier's contract. Because there are discrepancies between what Mr. Foster states the Carrier duties are and what the Carrier states his duties are.** Mr. Foster faxed me portions of a contract on March 16, 2010. After research regarding the provided pages of a contract it became apparent that the contract was with some one out of the area, this person appears to be in Arizona. The provided contract is not with the Carrier delivering our mail in Crescent Lake. I have asked Mr. Foster to research this issue further.

I asked Mr. Foster to clarify what was meant in the Final Determination that states we will receive resident **delivery of over size packages and accountable mail if we live within 1/2 miles of the Carrier's route. Mr. Foster** stated that he did not think this was going to be possible since it may not meet regulations. Funny that it is stated in the Final Determination as an accommodation available to us. Since we learned of the Final Determination and the wonderful benefits that are listed in the document postal patrons have been contacting the Crescent Post Mistress asking to sign up for them. Each and every one of the requests have been denied. Does this happen to other communities?

In the March 10, 2010 telephone call with Mr. Foster he urged the community to write a formal request to Mr. Kim Anderson, District Manager, requesting a zip code. I have researched this urging and was informed that it should not take away from our appeal and the appeal process.

Some facts are very clear:

1. As of December 3, 2009; the Postal Regulatory Commission had us on a Suspended Post Office List.
2. In the July 28, 2009; USPS list for full study, Crescent Lake, Oregon is not listed.
3. In the January 2010; Updated list of closed post offices, Crescent Lake, Oregon is not listed.
4. I am unable to find a copy of any list regarding post office closures for 2008.
5. On January 28, 2008; one year prior to the alleged posting of the Final Determination to Close the suspended Crescent Lake, Oregon Post Office and several months prior to the alleged posting of the **"Proposal" to close the Crescent Lake, Oregon Post Office, the USPS was removing our zip code from** publications. The document; USPS Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups found on the USPS website.
6. Clearly between January 26, 2010 and February 12, 2010 the USPS worked overtime to give the appearance of a final decision having been made months prior. But at NO time in their letters did they state that the USPS made a final determination and was preparing to close the Crescent Lake, Oregon Post Office.
7. The burden to solve problems and issues, caused by the combining of the two post offices, Crescent and Crescent Lake under the same zip code, are left to the postal patrons. It is not the USPS that solves these problems and issues. Problems and issues regarding delivery of mail and packages have become a near daily nightmare for Crescent Lake postal patrons to solve.

It is very clear that the USPS did not inform the Postal Regulatory Commission or the Postal Patrons of Crescent Lake, Oregon. The USPS did not provide adequate transparency of their actions so members of the Commission, our Congressional Representatives, our elected officials, and postal patrons and residents of Crescent Lake, Oregon had opportunity to respond or react to the imposed decisions of the USPS. We had no knowledge or information regarding the actions of the USPS.

The USPS appears to have acted in SECRET at every turn.

Historic Information:

- Crescent Lake was given its name in 1865 by B. J. Pengra and W. H. Odell in July 1865.
- First Post Office established in 1927 by Southern Pacific Railroad. It was established when the railroad completed the Cascade Line. The original post office was located in one of our oldest neighborhoods, Cascade Summit. There was approximately 35 residents at that time. (See attached article regarding our original post office.)
- Post Office was moved to the center of the township of Crescent Lake after the 1965 fire.
- **Pacific Crest Trail was started in the late 1930's with the first section being completed from Mt. Hood to Crater Lake.** The Trail was finally completed in 1993. In February 7, 1948 a local outdoorsman and cross country skier, Jack Meisner, tested new winter fabric as he transverse the Trail from Mount Hood to Crater Lake. Jack loved Crescent Lake. He lived and died here in his favorite

mountain community.

- Large Camper Boxes are needed every year for the hikers of the Pacific Crest Trail. This service is considered essential to the survival of the hikers on the Trail.
- Crescent Lake, Oregon encompasses over 10 neighborhoods, 5 resorts, 9 campgrounds. There are stores, fuel stations, restaurants, real-estate offices, Fire & Emergency Medical, along with philanthropic organizations. All businesses support our year round and seasonal population. The financial support to county services include approximately 1250 tax based properties. The USPS has only allowed 200 units for mail delivery forcing our residents to go elsewhere for their mail services and support.

Effect on the Community:

- Since the USPS only provides a minimum number of fee based postal boxes for Crescent Lake, Oregon many of our residents are being forced to drive long distances to retrieve their mail.
- During the winter our snow level is over 180 inches causing the roads to be treacherous. We have already lost a member of our community to a single car accident on perilous roads while retrieving his mail.
- The hikers that travel the Pacific Crest Trail can no longer rely on our town and post office for re-supply of their packs. The USPS does not accommodate this special need to our lake side resort that is one of the main stopping points along the Trail.
- Mail is and has been returned, misplaced, misdirected, and just plain lost since the combining of the two towns with a similar name under the same zip code, Crescent Lake & Crescent, Oregon. I have received telephone calls from residents of Crescent, Oregon that are just plain tired of all the mis-directed mail by the USPS.
- Businesses have been threatened by IRS and Financial Institutions for not responding in a timely manner to requests and inquiries. One business after threats from the IRS for not responding to mail, that was not delivered to them, took out a post office box in Gilchrist just to get away from the mix-up of Crescent and Crescent Lake mail. (Once again forcing our residents to go elsewhere rather than the USPS provide adequate service to the postal patrons and residents of Crescent Lake, Oregon.)
- Postal Patrons have not received vital medical forms and information. They have been denied vital medical coverage due to lost mail.
- Visitors to our remote resort town have been lost late at night when using the USPS preferred street address: Crescent, Oregon 97733. The new visitors find that they are unable to find Crescent Lake on Highway 97 where Crescent, Oregon is situated. Crescent Lake is on Highway 58. It is in a completely different direction several miles away. (See attached map)
- Realtors state that they are unable to have their listings show up on the multiple listing services for Crescent Lake properties. The multiple listing service only accepts Crescent, Oregon with the 97733 listing. Crescent Lake properties are not given exposure to buyers via computer systems.
- The USPS is proposing a set of mail boxes, combined delivery points, along State Highway 58. This is a major commerce truck route and the speed limit is 55 MPH. There are narrow sides to the road and during harsh winter months when the snow falls at a rate faster than the Oregon Department of Transportation (ODOT) can cope with clearing the roads, ODOT uses large weighted trucks with

scoop blades to push the snow, gravel, and ice quickly to the sides of the roadway. There is no space available to keep combined delivery points clear or if you were to stop at these proposed locations you are placing yourself in extreme danger. This proposal is clearly another example of how out of touch the USPS representatives are with our mountain community.

- Most of the full time residents of Crescent Lake, Oregon are entrepreneurs, small business owners, and retirees. Retirees live on a fixed based income. They do not need to spend extra out of their monthly salary to drive further, receive less service, and spend more time on the telephone trying to run down lost mail and medications.
- Small business and entrepreneurs rely heavily on the US Mail to be efficient and effective. Because of the mix up between Crescent and Crescent Lake contracts have been lost and funding denied. The US Mail has been deemed unaccountable!
- Our Certified USPS mail has been signed for by the Crescent Post Mistress, when the postal patron was out of town, who is not familiar with us as individuals and is out of touch with what is happening in our community. The end result of this action caused an unnecessary recall election.
- Since the community of Crescent Lake, Oregon filed comments with the PRC in January 2010, some in the community feel they are being targeted for more run around. Medications that are usually delivered to our post office boxes are now being held up in Crescent, Oregon with a signature required by the Postmistress. The Veterans Affairs' medication does not require customer signature. However, the Crescent Postmistress is now requiring that these postal patrons drive, from 36 to 72 miles round trip to sign and pick up medication that should have been delivered directly to the post office boxes.
- Mix up regarding Emergency Responders to our town and community. By combining our town with another town of a similar name. We suffered the tragedy of a small airplane crash that was so confusing to the search and rescue response that they were setting up for the emergency response in a different town altogether. This mix-up caused the survivors of the crash, with severe injuries, to spend an extra night out in the wilderness during the middle of winter.
- Another mix up took place when we had an arson fire in the national forest land that grew into a major Wildland fire and threatened our town. Because of the USPS persistence to change the name of our town and the persistence to change our zip code, the federal and state response to our fire initially set up camp forty miles north of where they should have been to make the daily commute to come in and fight the fire. Once again the reaction we received was the dumb struck response when the emergency responders finally found their way to our mountain town and could not understand why the post office is insisting that we become non-existent. Hours, sometimes minutes are critical when responding to a fire!
- Inaccurate Weather Forecasting: Crescent Lake is an isolated mountain community (see attached map) that cannot rely on radio or television weather forecasting. Until recently, the residents could rely on weather forecasting on the internet. With the loss of a unique ZIP code, the weather forecasting has become dramatically inaccurate because it is now based on a town that is many miles away, in much different terrain and at a much lower elevation. Consequently, inaccurate weather forecasting has obvious serious economic and safety implications for Crescent Lake.

Final Determination: Was made available to me on February 19, 2010.

- Residential Delivery of oversized packages and accountable mail:

"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." This has never occurred. In fact when postal patrons requested this service, after finding out that it was available. The Crescent Post Mistress denied the requests. Now Mr. Foster, Manager, Post Office Operations, Area 4, is researching whether or not this is even allowed by regulations. So this is only a feel good statement. It does not appear that this accommodation was meant to be exercised by the postal patrons of our community. Maybe this is why the USPS kept the **alleged document "Final Determination" a secret**. I am still waiting for Mr. Foster to inform me of his research.

- Suitable quarters available in Crescent Lake, Oregon for the post office:

"...no suitable quarters are available in the community to house an independent post office. A new lease would require 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." Mark Bolton, owner of the Odell Sportsman that housed the post office prior to the fire, immediately rebuilt and preserved a place in the new building for the return and reestablishment of our post office. He worked with County Officials, state requirements, the American Disabilities Act (ADA), and was in constant contact with Postal Service Representatives. This was to ensure that the space being rebuilt met with USPS standards and regulations. The space made available did meet with the requirements of the USPS. The new space was so much to the liking of the USPS and they were pretty excited about the new space. They wanted Mark Bolton to manage the post office under a contract. The conditions of the contract were very restrictive. Mark Bolton, a convenience store owner, is accustomed to managing his employees in the most efficient manner. The USPS representatives informed him that the employee he hired for the post office could only be used for the post office. That there would not be duty sharing allowed regarding his employees. Therefore he declined the offer of managing a contract post office. So the USPS decided to take other actions and rented the new space from Mr. Bolton. The USPS placed Post Office Boxes in this newly rebuilt space.

- Concern about collection of outgoing mail:

"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 PM, empty the collection box at 1:30 pm and depart at 1:40 PM." Until we started requesting accommodations stated in the Final Determination the carrier arrived any-time between 12:30 PM and 3:00 PM. Unloaded the mail into the post office boxes, collected mail from the blue collection box and left. I personally tried several times to catch up with the carrier because there was an oversized box waiting in the back room for me. There was no consistent time of day that he was required to be at the post office boxes just that he be there everyday. I wrote a complaint to the USPS regarding this and was informed that this was a time frame, just an estimate, and I should not expect the carrier to keep hours like an employee. NOW, things sure have changed! We filed comments with the PRC and have given interviews with reporters, asked for copies of contracts, and the current carrier is being timed to the location

and the amount of time at the location. Yes, I see him at the Odell Sportsman waiting for his time to end, snacking away, walking around, waiting in his car to leave. No service given only time spent.

- Customers questioned the economic savings of the proposed discontinuance:
"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." This is a farce! Since the Carrier does not perform any services other than place the already sorted mail into the post office box slots, collect the mail from the blue collection box, enjoy an afternoon snack, and read his paper in his car prior to leaving. This is not giving us any services! If we want to mail a package we drive 34 miles to 72 miles round trip to Crescent Post Office. If we want to pick up a registered letter we are to drive 34 miles to 72 miles round trip to Crescent Post Office. If we are a recreational resident, that spends 4 to 6 months living in Crescent Lake during the Spring/Summer Season and want our home mail forwarded to General Delivery are now required to drive 34 miles to 72 miles round trip to pick up their mail at the Crescent Post Office. This is ludicrous! This is another example of how out of touch the USPS is regarding the lifestyle and location of the town and community of Crescent Lake, Oregon. We are also aware that the Crescent Post Mistress was required over the last four years to show diminished earnings for Crescent Lake. We were amazed to learn this since the USPS had effectively closed the Crescent Lake Post Office after the fire. All earnings were given to Crescent Post Office because we were required to work through that office.
- Attached is the item by item response/rebuttal to the Final Determination by Kerry Ellington, Member of the Community Action Team and postal patron. The Final Determination was allegedly posted in Crescent, Oregon. We are unsure as to when the Final Determination was written. The Final Determination was not made available to any member of the community until after February 17, 2010.

Summary:

We in Crescent Lake, Oregon feel that the decision to close and consolidate our post office was made in an arbitrary, and capricious manner. The decision was made solely on a stroke of fate and not on decisions made by due diligence and operational business factors.

- We do not believe that the USPS followed their regulations in closing the Crescent Lake, Oregon Post Office and removing our zip code (97425).
- The USPS representatives, were confused as to the location of the alleged posting of the Final Determination.
- The USPS representatives up until March 4, 2010 wrote letters to postal patrons and elected officials **stating they were interested in discussing and working out "...concerns and possible accommodations for the Crescent Lake community."** And that issues in Crescent Lake, Oregon were "still in flux." All the while in secret, behind the scenes, removing our identity, zip code, closing our post office, it gives the appearance of manufactured documentation.
- They were not forthright regarding what the USPS is now implying was done. If everything was done in a

open transparent manner, and by the regulations that the USPS are required to follow, then why hide what they were doing?

- At this time I have not heard any response from Mr. Scott Foster regarding my having copies or access to the Official Record. Is this because the USPS has something to hide from a postal patron that has been part of the Crescent Lake Oregon, Post Office issue and process from the beginning?
- I received a letter from Scott Foster, dated March 26, 2010, in that letter Mr. Foster states that he believes the copies of the provided contract are the correct contract for our HCR. The contract that was provided to me is signed by someone that apparently has several contracts with USPS in Bend, Oregon. It also appears this person resides in Arizona most or part of the time. This little factoid makes one wonder what is going on in the USPS?
- **Also of note the March 26, 2010 letter from Mr. Foster was delivered with a "Delivery Confirmation" sticker.** If that means that I or anyone in my household was to sign that the letter was delivered to me at the address sent, then that did not occur, no one in my household or Community Action Team signed for this letter. Also regarding this letter from Mr. Foster is the fact that the letter was mis-delivered to a different PO Box than addressed. Thank goodness the person who received the letter gave it to me because it looked important. Otherwise who knows where the letter would have ended up. The USPS are not able to deliver mail to Crescent Lake Postal Patrons correctly. Even when the mail comes from officials within the Postal Service. This is a perfect example of GROSS incompetence by the USPS.
- I have not received any information about the research regarding delivery of over sized packages to residents from Mr. Foster.
- **I also asked about the "special needs" for our invalid retirees. I have not received any information regarding the "special needs" for individuals in our community from Mr. Foster.**
- For further information and documentation regarding the treatment received by Crescent Lake patrons please note our comments to Docket PI 2010-1.

I made the requests to Mr. Foster on March 10, 2010 and as of today, March 30, 2010, I have not received any response to these concerns. Another stall job? Or are there more secrets taking place?

Thank you for this opportunity to respond in the Appeal Process. I look forward to providing you any further documentation and information.

Very Truly Yours,



Carol Goevelinger

President,

Crescent Lake Community Action Team (CLCAT)

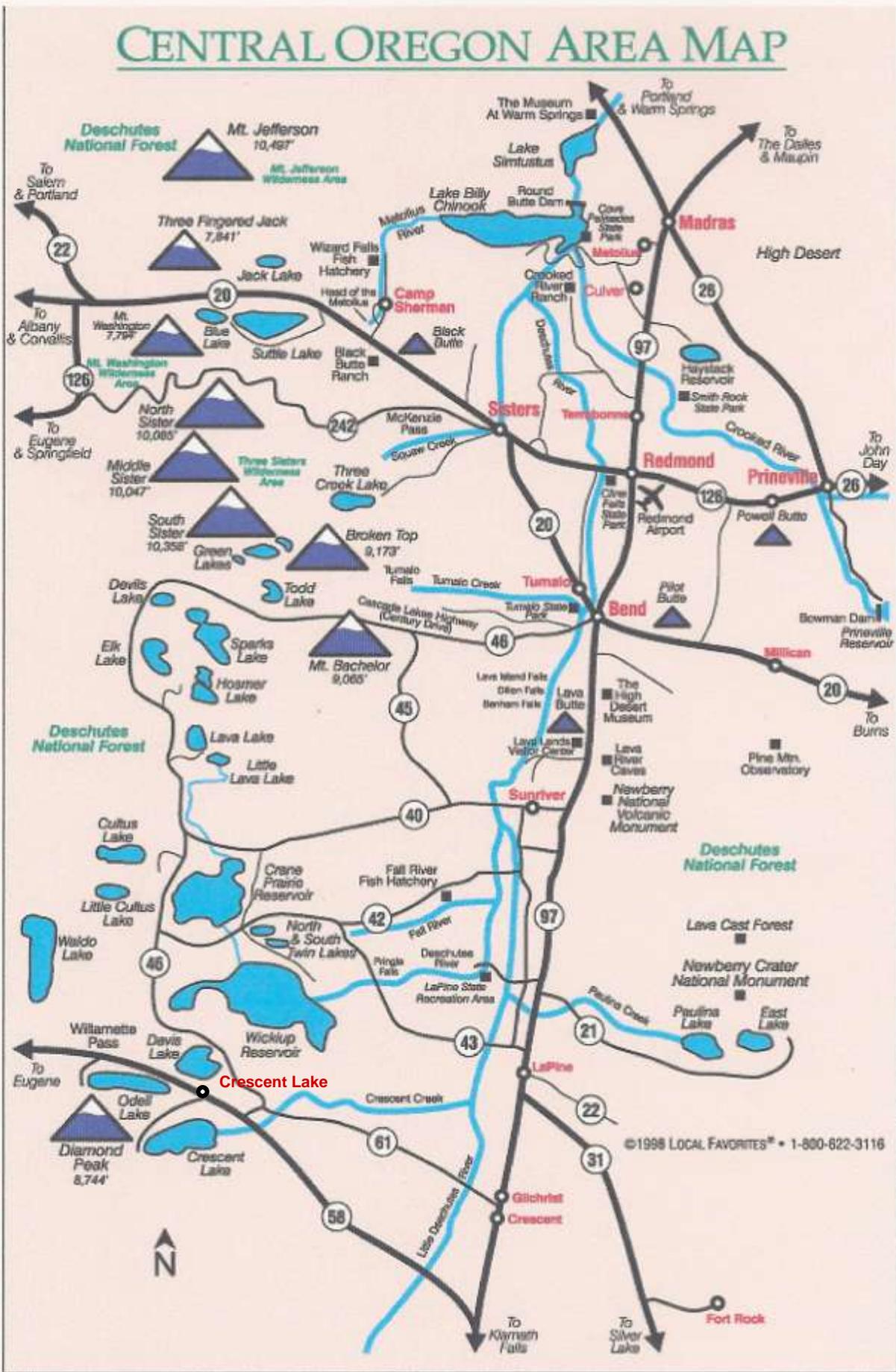
PO Box 1074

Crescent Lake, Oregon

541-433-2218

Attachments:

- A: Map of Area
- B: Article regarding original post office.
- C: Response to Final Determination : also submitted under Docket PI 2010-1.



Fastest Grandma In The West

Sitting in her living room, knitting, Mrs. Elmer Adkison looks like a typical grandmother. This impression is only half correct. A grandmother she is, sure enough—six times over. But, typical? Hardly. She zips five miles through the forest on skis every day to get from her snowbound home to work and back. In her spare time she operates a post office, runs a trap line and sells marten pelts. On skis, she's the fastest grandma in the west. (Well, the fastest west of Highway 58 as far as Cascade Summit, at any rate, and certainly faster than the Register - Guard reporter who snowshoed through the woods to do the story about her.) The story appears today on Page 5E.

In spite of the small volume of mail at Cascade Summit, the post office finds itself snowed under for months at a time.



Photos
by
Phil Grenon
of the
Register-Guard

Grandma on the Go

By JIM BOYD
Of the Register-Guard

"She is six times a grandmother, and yet, following her on snowshoes convinced me she could win a cross-country race against teenagers."

That sentence was written ten years ago by a Register-Guard reporter. He described a woman who was then "postmistress of Cascade Summit, a Weather Bureau observer, and grandmother extraordinary."

She's a spry 64 now — just one year short of the mandatory retirement age for many people. Her name is Mrs. Elmer Adkison—known as Grandma Adkison to some—perhaps best known just as Florence to the skiers who fill the snack shack at the Willamette Ski Area.

You'll find Florence at the snack shack ladling out homemade chili and soup, opening soft-drink cans, and serving hamburgers.

To look at her, in her yellow apron, head tilted so her "good" ear catches your order, it's hard to imagine that she skis uphill two-and-a-half miles to get to work. And then at 5 p.m. after the shack is swept and mopped she skis the two-and-a-half miles home again.

Florence lives with her husband on the southwest shore of Odell Lake just as she did ten years ago. She's still the Cascade Summit postmistress and a weather observer, but there have been some changes.

Most important, for Florence, is electricity. Ten years ago she depended on a generator powered by a water wheel to light the house. Now she has freezers for meats and fresh-frozen vegetables, and other electric appliances.

She "got real adept at fixing canned meats" in the old days, though.

The other big change is the railroad's CTC (Central Traffic Control). There used to be 35 winter residents at Cascade Summit station, many of them railroad employees. Now that number has dwindled to 15, and the railroad people are gone, Florence says.

Mail Still Comes Through

She used to meet the trains for the mail. Now No. 19, the 4 a.m. train, brings all the mail, drops it off in a locked container along the track above the Adkisons' home, and moves on. Florence climbs the 50-foot snow bank to pick up and deposit mail each morning.

Aside from that, life is pretty much the same.

The Adkisons still store a year's supply of provisions in their snow-blanketed home. Elmer—a tool and die maker—still tends summer homes on the lake and runs a boat moorage and repair station.

Cascade Summit is still a land of "three seasons." According to Elmer the seasons are "July, August and winter." Although attempts are made to open the road by the first day of fishing season, Elmer says it has been closed as late as June 18 and "we aim to be snowed in by the first of November."

Not long ago Florence guided a reporter to her Odell Lake home.

She started out from the Willamette Pass Ski Area shortly after 5, briskly walking east on Highway 58.

"Let me take those," she said, reaching for snowshoes borrowed from the ski area.

She explained that she didn't feel right without something to carry—normally she would have skis on her shoulder.

A few hundred yards down the highway she turned south to follow the unplowed Forest Service access road to Odell Lake. Here she would usually put on her skis for the downhill run, but this time Elmer had promised to meet her with his boat.

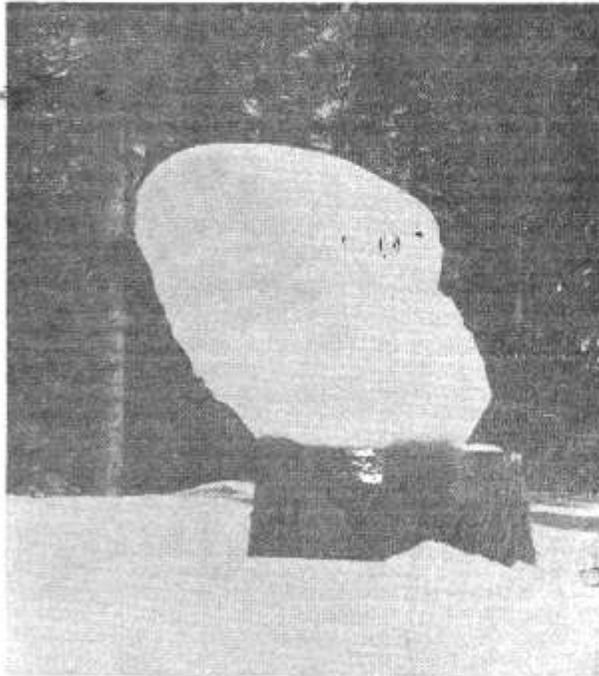
She walked lightly over the packed snow. The reporter followed, sinking occasionally to the ankle, once to the hip.

"Dig your heels in," she warned.

Florence picked her skis from a cache under a log and started down steps cut into the snow-covered hill side. She met her husband at a neighbor's dock.

Snow Eight Feet Deep

The boat ride across the lake was short. Ice crackled



A frosty touch of winter beauty.

A huge old homemade clock which stands six feet high and a yard wide is positioned like a sentinel at the front of the store, its wooden gears attesting to Elmer's knack with mechanics.

Florence entered the snug kitchen. Under one table was a large wooden box for the Adkisons' blond cocker spaniel called "Peppy" by Florence, "Hamburger" by Elmer.

Through the small kitchen window the bank leading to the railroad track was visible. On the window ledge were crumbs and a feeder for the birds.

Elmer tells how Florence kidded him for being a "Snuffy Smith" after he shot four racoons through that window. The coons kept coming to the bird feeder to steal suet, rousing the dog, and waking the Adkisons.

Finally, Elmer took a .22 caliber pistol and shot right through the window pane. There wasn't any other way to do it, he said, without frightening the racoons away.

The bullets made holes "about the size of a lead pencil," but Florence "never quit (kidding me) until I put new glass in the window," Elmer said.

She Traipses After Traps

Florence had one more surprise: She admitted running a trap line for marten (a tree-top predator whose pelt is sometimes called American sable).

"I don't run a long line," Florence said, because Elmer would worry—just 35-40 traps.

She produced about a dozen green-cured pelts she trapped this year, as well as a marten scarf and a beaver jacket.

Marten pelts bring about \$9 each, she said, but it's not for the money that she traps.

"I love to go through the woods, that's the thing. It's that more than money."

It was 6:45 p.m. when the visitor strapped on his borrowed snowshoes and prepared to hike back to the ski area.

Reports are that "Florence makes it like nothing"—breezing uphill in anywhere from 30 minutes to an hour, depending on the weather. Skiing home downhill she goes even faster.

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Snow Eight Feet Deep

The boat ride across the lake was short. Ice crackled against the boat's hull as it approached the shore.

Elmer on snowshoes and Florence on skis walked from the dock to their home and store.

The snow measured eight feet at the stake and was piled deep around the Adkison's home.

Steps cut in the snow lead down to the Adkison's kitchen door and the adjoining post office, store and shop.

for the money that she traps.

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Reports are that "Florence makes it like nothing" — breezing uphill in anywhere from 30 minutes to an hour, depending on the weather. Skiing home downhill she goes even faster.

Huffing up the hill in a race against Florence's 45-minute average, the reporter came to a wheezing halt at Highway 58 an hour and a quarter later — a clear loser.

But then, no contest between a 24-year-old reporter on snowshoes and a 64-year-old grandmother on skis could possibly be fair. Grandmothers have had more time to practice. And besides, they're tougher.

Wintertime at Cascade Summit means snow, and plenty of it. Venturing off a path without skis or snowshoes can result in a refrigerated plunge into snow up to the armpits.

Photos
by
Phil Grenon
of the
Register-Guard

There's not much free time in Mrs. Adkison's life so when she gets to

HIGH WAIST!

Phone 344-1401



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8⁹⁹

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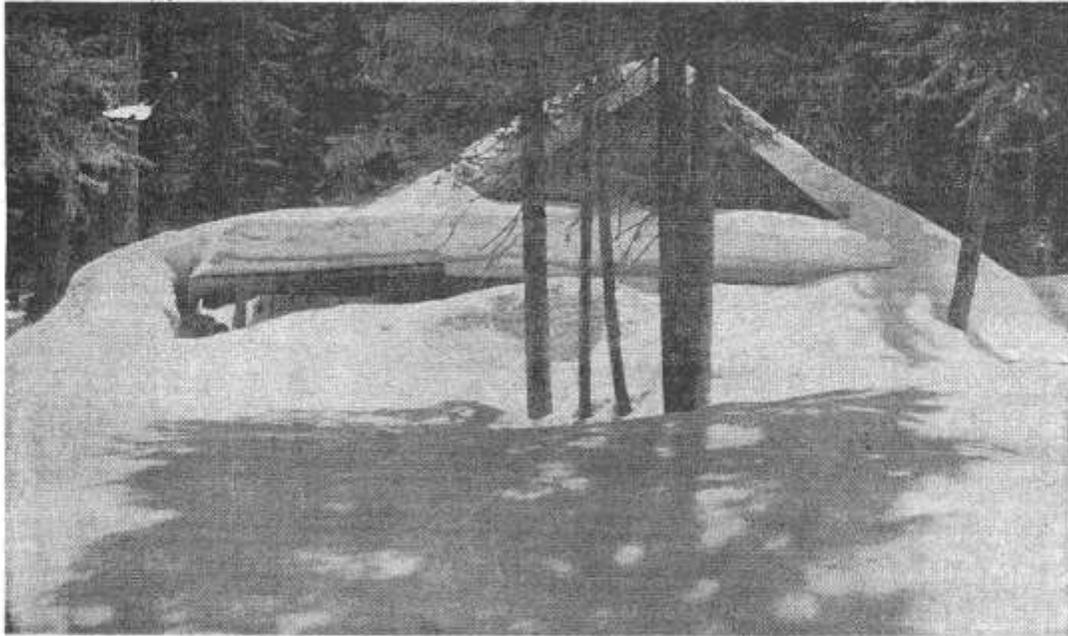
"Want It! Charge It"







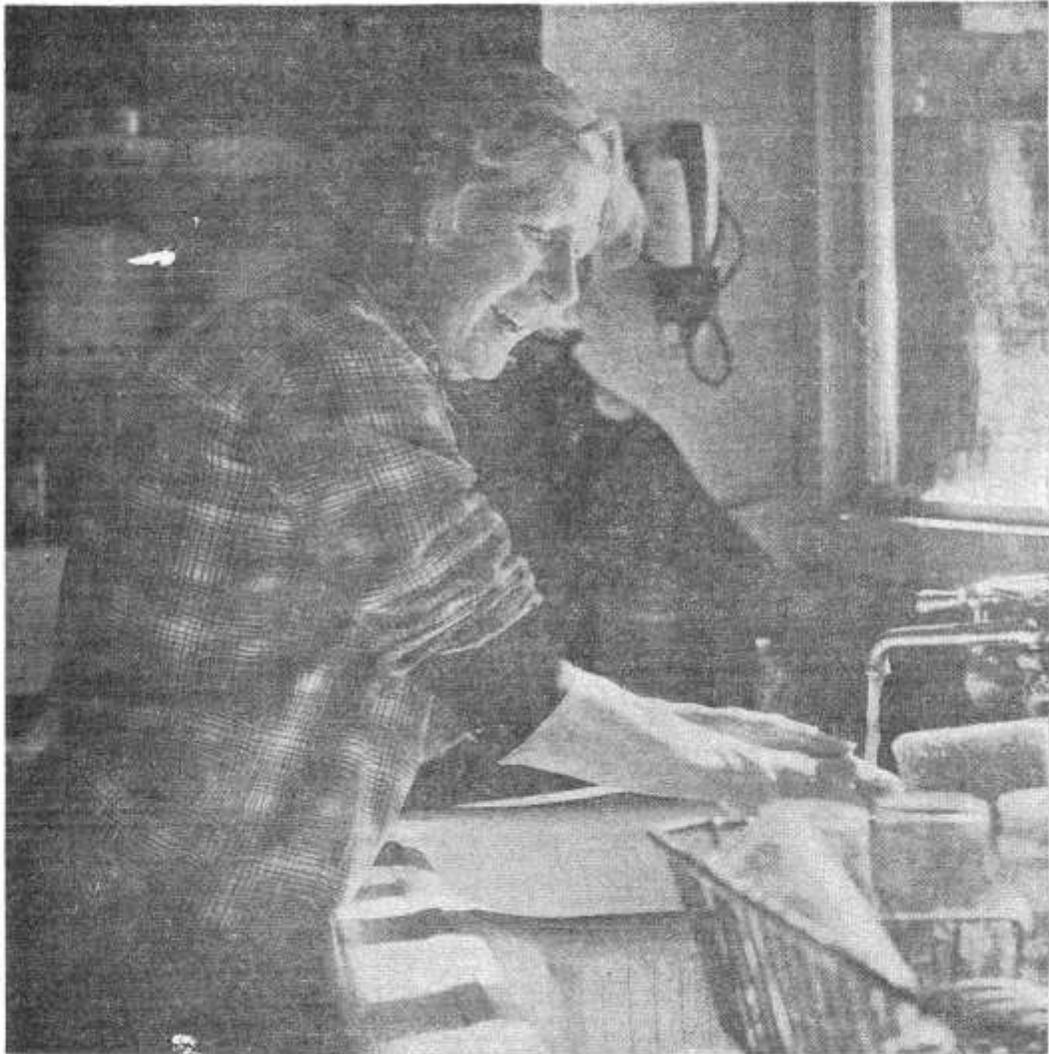
Vacation scenery like this is everyday fare for the Adkisons.



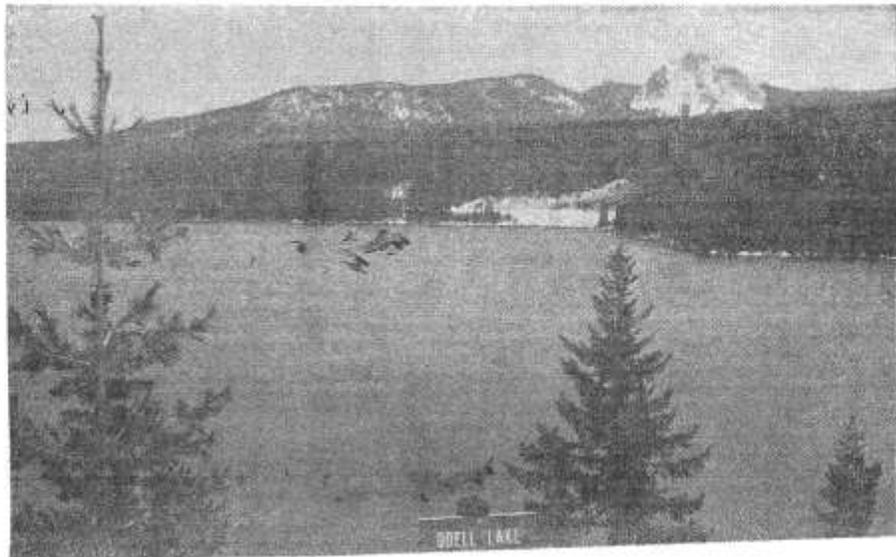
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When cooking, trapping, skiing and mailing end, dishes await.



Sitting in her living room, knitting, Mrs. Elmer Adkison looks like a typical grandmother. This impression is only half correct. A grandmother she is, sure enough—six times over. But, typical? Hardly. She zips five miles through the forest on skis every day to get from her snowboard home to work and back. In her spare time she operates a post office, runs a trap line and sells marten pelts. On skis, she's the fastest grandma in the west. (Well, the fastest west of Highway 58 as far as Cascade Summit, at any rate, and certainly faster than the Register - Guard reporter who snowshoed through the woods to do the story about her.) The story appears today on Page 5E.

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Photos
by
Phil Grenon
of the
Register-Guard

At Cascade Summit there are three sure seasons: July, August and winter. Snow comes by November and sometimes stays as late as June.

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**Photos
by
Phil Grenon
of the
Register-Guard**

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