

December 8, 2010

Postal Regulatory Commission
Office of the Chief Admin. Officer

DEC 13 2010

Office of Secretary
Postal Regulatory Commission
901 New York Avenue NW
Suite 200
Washington, D. C. 20268-0001

RECEIVED

2010 DEC 14 P 2:04

Re: A Letter of Protest: Petition to Intervene

POSTAL REGULATORY
OFFICE

Please accept this typed letter regarding docket number A 2011-3 as a Letter of Protest as to the Postal Service handling of the official closing of the Graves Mill, VA Post Office 22721 as of October 2, 2010. Downloading Form 61 from the computer website is near impossible for me, as we do not have high-speed internet in this area.

The process the Postal Service has employed in the official closing of the Graves Mill Post Office has been very effective, to say the least, although it was not very compassionate.

The retiring postmaster gave the Postal Service ample notice of her pending retirement on June 1, 2001. However, the Postal Service did nothing to facilitate continued mail service to the patrons of our Post Office until the last day when the postal service employees in charge came to close the doors and remove the equipment. At that time they posted notice as to where and when we could get our mail and even part of that notice was incorrect.

The Postmaster's telephone service was terminated on or about April 25, 2001, well over a month before her planned retirement. She tried to have the service reconnected but it never was, denying credit card sales for the office. Rumor has it that the Postal Service paid the telephone bill for several months after closing the office even though there was no service. The postmaster was forced to use her private phone for any necessary calls.

The Graves Mill Post Office was in "Emergency Suspension" for almost nine and one half years, a dramatic term conveniently used by the Postal Service to close the office. I say this because nothing was done to keep the office open for service to the community.

The Postal Service claims there was no one in our area who was interested in becoming Postmaster. Simply not true! There were at least two people in the community interested. The position was not advertised to the Graves Mill residents and I have not seen or heard of any proof that the position was advertised within the Postal Service.

The Postal Service claims, in simple terms, that our Post Office cost too much to justify the continued operation. Did it require over nine years to arrive at that conclusion? Hardly! It took nine years for our community to "die out" and lose its will to fight closure of the Post Office.

Lastly, the Postal Service posted the official notices concerning the closure of our Post Office in Madison, thirteen miles away, and in Wolfstown, six miles away. No notice was posted at our former Post Office cluster boxes where we have received our mail for nine years.

I stated at the beginning of my letter that the closing process used by the Postal Service has been very effective. I must add it has also been very distasteful! It has done nothing to improve the image of the Postal Service; rather they have degraded it. If this lack of compassion for its customers continues, even with large businesses, the Postal Service can only reap regret.

Sincerely, 

Randall A. Lillard, 4980 Graves Mill Rd., Graves Mill, VA 22727