

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

In the Matter of:
Holmes Mill Post Office
Holmes Mill, Kentucky

Docket No. A2011-6

UNITED STATES POSTAL SERVICE NOTICE OF FILING
(December 22, 2010)

By means of Order No. 605 (December 10, 2010), the Postal Regulatory Commission docketed correspondence from a customer of the Holmes Mill, Kentucky Post Office, assigning PRC Docket No. A2011-6 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set December 22, 2010 as the date by which “[t]he Postal Service shall file the administrative record in this appeal, or otherwise file a responsive pleading to the appeal.” This pleading responds to that directive.

The Postal Service is today filing the electronic version of the administrative record concerning the Final Determination to Close the Holmes Mill, KY Post Office and Extend Rural Route Service.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

Anthony F. Alverno
Chief Counsel, Global Business

Christopher C. Meyerson

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-1137
(202) 268-7820; Fax -5628
christopher.c.meyerson@usps.gov

**Official Record Index**

| Item No. | Description | Date Entered into Record |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| 1. | Post Office Info | June 22, 2009 |
| 2. | Request/approval to study for discontinuance | June 22, 2009 |
| 3. | Questionnaire instruction letter to postmaster/OIC | November 27, 2009 |
| 4. | Notice to customers | November 27, 2009 |
| 5. | Returned customer questionnaires and USPS response letters | December 28, 2009 |
| 6. | Analysis of questionnaires | December 28, 2009 |
| 7. | Notice to State Senators and Congressman | September 1, 2009 |
| 8. | Notice to Postmaster Associations | November 16, 2009 |
| 9. | Highway map with community highlighted | November 12, 2009 |
| 10. | Offices within a ten mile radius | November 12, 2009 |
| 11. | Post office and community photos | June 22, 2009 |
| 12. | Holmes Mill Post Office Lease information | June 22, 2009 |
| 13. | Form 150, Postmaster Workload Information | December 17, 2009 |
| 14. | Worksheet for calculating work service credit | December 17, 2009 |
| 15. | Instructions for completing Window survey and volume reports | August 31, 2009 |
| 16. | Window transaction record | September 18, 2009 |
| 17. | Record of incoming mail | September 18, 2009 |
| 18. | Record of dispatched mail | September 18, 2009 |
| 19. | Administrative postmaster/OIC comments | September 2, 2009 |
| 20. | Inspection Service/local law enforcement vandalism reports | December 16, 2009 |
| 21. | Expected growth memo | December 16, 2009 |
| 22. | Post office fact sheet | December 17, 2009 |
| 23. | Community fact sheet | December 17, 2009 |
| 24. | Alternate service options/cost analysis | December 17, 2009 |
| 25. | Form 4920, Post Office Closing or Consolidation Proposal--Fact Sheet (with past three fiscal years of total revenue and revenue units) | December 17, 2009 |
| 26. | Community Meeting Roster | December 17, 2009 |



Official Record Index

| Item No. | Description | Date Entered into Record |
|-----------------|---------------------------------------------------------------------------|---------------------------------|
| 27. | Community Meeting analysis | December 21, 2009 |
| 28. | Analysis of investigative findings/recommendations | December 29, 2009 |
| 29. | Proposal checklist | December 29, 2009 |
| 30. | District notification to Legislative Affairs | December 29, 2009 |
| 31. | Instructions to postmaster/OIC to post proposal | January 11, 2010 |
| 32. | Invitation for comments exhibit | January 11, 2010 |
| 33. | Proposal exhibit | January 11, 2010 |
| 34. | Comment form exhibit | January 11, 2010 |
| 35. | Instructions for postmaster/OIC to remove proposal | March 15, 2010 |
| 36. | Round-dated proposals and invitations for comments from affected offices | March 15, 2010 |
| 37. | Notification of taking proposal and comments under internal consideration | March 15, 2010 |
| 38. | Received Comments to the Record form | April 9, 2010 |
| 39. | 60 day Analysis of comments memo | April 9, 2010 |
| 40. | Memo to the record- revised proposal | April 9, 2010 |
| 41. | Revised Proposal exhibit | April 20, 2010 |
| 42. | Certification of record | April 19, 2010 |
| 43. | Log of post office discontinuance actions | April 20, 2010 |
| 44. | Transmittal to senior vice president, Marketing, from District Manager | April 20, 2010 |
| 45. | Headquarters acknowledgment of receipt of record | |
| 46. | Final determination transmittal letter from Headquarters | |
| 47. | Instruction letter to postmaster/OIC on posting | |
| 48. | Round-dated final determination cover sheets | |
| 49. | <i>Postal Bulletin</i> post office change announcement | |
| 50. | Notice to district personnel of suspension (if appropriate) | |
| 51. | Letter to customers | |
| 52. | Notification to local address management systems to update AMS report | |
| 53. | Announcement in <i>Postal Bulletin</i> | |

The data below represents the current information for your unit that is on file in the Delivery Programs Office. In an effort to keep this data as current as possible, we are asking you to examine each item carefully and **make any necessary corrections in the appropriate space in the right-hand column**. Please return the corrected form ASAP to:

Delivery Programs/Denise Hardy
 PO Box 31334
 Louisville KY 40231-9334

| DATA CATEGORY | CURRENT INFORMATION | CORRECTED INFORMATION |
|----------------------------------------------|-----------------------------|------------------------|
| Facility Name: | HOLMES MILL KY | |
| Finance Number: | 20-3820 | |
| Sub Account: | 002 | |
| SFAS Number: | 0360 | |
| CAG: | K | |
| Class: | 4 | DOCKET NO <u>40843</u> |
| Level: | 11 | ITEM NO <u>1</u> |
| City/State: | HOLMES MILL KY | PAGE <u>1</u> |
| Street Address: | 23534 HWY 38 | |
| Zipcode: | 40843 | |
| County: | HARLAN | |
| Postmaster/Manager: | Charlotte Sue Sanders (OIC) | |
| Time Zone: | EASTERN | |
| Daylight Savings Time Observed?: | Y | |
| Phone Number: | (606) 837-2867 | |
| Fax Number: | (606) 837-0732 | |
| Hours of Operation: | 12:00-16:00 | |
| Retail Hours M-F: (Window Hours) | 12:00-16:00 | |
| Retail Hours Sat: (Window Hours) | 12:00-16:00 | |
| Lunch Closing: | | |
| Facility Type: | ASSOCIATE OFFICE | |
| Personnel: | MIKE THOMPSON | |
| PO Boxes Installed: | 60 | |
| PO Boxes Rented: | 82 | |
| PO Box Cut-off Time (available to customer) | 9:00 | |
| Number of Regular City Routes: | 0 | |
| Number of Auxiliary City Routes: | 0 | |
| Number of City Regular Combination Routes: | 0 | |
| Number of City Auxiliary Combination Routes: | 0 | |
| Number of City Regular Collection Routes: | 0 | |
| Number of City Auxiliary Collection Routes: | 0 | |
| Total Number of City Routes: | 0 | |
| Number of Regular Rural Routes: | 0 | |
| Number of Auxiliary Rural Routes: | 0 | |
| Total Number of Rural Routes: | 0 | |
| Number of Highway Contract Box Routes: | 0 | |
| Total Number of City Possible Deliveries: | 0 | |
| Total Number of Rural Deliveries: | 0 | |
| Total Number of Highway Contract Deliveries: | 0 | |
| Daily City Carrier Base Workhours Mon-Fri: | 0:00 | |
| City Carrier Base Workhours Saturday: | 0:00 | |
| City Carrier Reference Volume: | 0.00 | |
| Weekly Rural Standard Hours: | 0:00 | |
| Authorized Full Time F4 Clerk Positions: | 0 | |
| Authorized Function 4 Clerk Positions: | 0 | |
| Authorized Function 4 Earned Workhours: | 0 | |
| Receives DPS Letter Mail?: | N | |
| Receives Sector/Segment Letter Mail?: | N | |
| DOIS Computers at This Unit?: | N | |
| Can This Unit Receive E Mail?: | Y | |
| Number of IRTs/POS Terminals at This Unit: | 0 | |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
|  | <h2 style="margin: 0;">Facilities Database System</h2> |
| My Facility Find Facility Administrative Area Find Contacts Help | Logout |

Post Office Boxes

| | | |
|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| HOLMES MILL (Physical Address) 23534 HIGHWAY 38 HOLMES MILL, KY 40843-9998 | Category: Delivery and Retail Type: Post Office Subtype: Main Post Office Area: Eastern (C) | Facility ID: 1367253 Status: Active AMS Locale Key: X15345 District: Kentuckiana |
|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|

[<< Return](#)

P.O. Box System

Zipcode: 40843 Alpha ID: 0

| Data Field Name | Business Rules and Field Definitions | Current Value |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Contact Name: | Facility contact for P.O. Box inquiries. | CHARLOTTESANDERS |
| Contact Phone Number: | Facility phone number for P.O. Box inquiries. | (606) 837 - 2867 |
| Number of Customers with Caller Service: | Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle. | Not Provided |
| Number of Reserves: | The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation). Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled. | Not Provided |
| P.O. Box Fee Group: | A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431. Exceptions: Virtual Reserve Box numbers are charged at the same rate throughout the country, regardless of the fee group | 5 |

DOCKET NO
 ITEM NO
 PAGE
 40843
 1
 2

| | | |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| | assigned to the facility hosting the virtual reserve box numbers. No-Fee (free) boxes are made available to a customer (a maximum of one to a domicile) if that customer's domicile is not offered street delivery by the Postal Service. | |
| Has No Fee Boxes?: | Count of the number of boxes for which a customer is not charged a rental fee (see above). | 0 |
| Number of any size boxes waiting?: | Number of Customers waiting to rent any PO Box that becomes available. | 0 |

Post Office Box Lobby

| Zipcode: 40843 Alpha ID: 0 | #1 | #2 | #3 | #4 | #5 | Total |
|--------------------------------------|-----------------------------------------------------------------------------------------|----|----|----|----|-------|
| Number of Boxes: | 60 | 0 | 0 | 0 | 0 | 60 |
| Number In Use: | 34 | 0 | 0 | 0 | 0 | 34 |
| Number Available (Actual) : | 26 | 0 | 0 | 0 | 0 | 26 |
| Number of Customers on Waiting List: | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Parcel Lockers: | Boxes that are used for customers to retrieve parcels which do not require a signature. | | | | | 0 |

All shaded fields are maintained in WebBATS. Please utilize WebBATS to edit/correct this information.

[Back to Top](#)

Post Office information for this facility was last certified on **02/05/2009 13:55:46** by FDB user **Coleen Witt**.

Login ID: XY4ZG0

Restricted Information

12-NOV-09

DOCKET NO
ITEM NO
PAGE

40843
1
3

The data below represents the current information for your unit that is on file in the Delivery Programs Office. In an effort to keep this data as current as possible, we are asking you to examine each item carefully and **make any necessary corrections in the appropriate space in the right-hand column.** Please return the corrected form ASAP to:

Delivery Programs/Denise Hardy
 PO Box 31334
 Louisville KY 40231-9334

| DATA CATEGORY | CURRENT INFORMATION | CORRECTED INFORMATION |
|----------------------------------------------|---------------------|-----------------------|
| Facility Name: | CLOSPINT KY | |
| Finance Number: | 20-1552 | DOCKET NO 40843 |
| Sub Account: | G01 | ITEM NO 1 |
| SFAS Number: | 0432 | PAGE 4 |
| CAG: | K | |
| Class: | 3 | |
| Level: | 11 | |
| City/State: | CLOSPINT KY | |
| Street Address: | 17857 HIGHWAY 38 | |
| Zipcode: | 40927 | |
| County: | HARLAN | |
| Postmaster/Manager: | SANDERS MARTHA M | |
| Time Zone: | EASTERN | |
| Daylight Savings Time Observed?: | Y | |
| Phone Number: | (606) 837-3611 | |
| Fax Number: | (606) 837-0578 | |
| Hours of Operation: | 8:00 - 16:50 | |
| Retail Hours M-F: (Window Hours) | 8:00-16:25 | |
| Retail Hours Sat: (Window Hours) | 11:50- 14:25 | |
| Lunch Closing: | 11-11:50 | |
| Facility Type: | ASSOCIATE OFFICE | |
| Manager: | MIKE THOMPSON | |
| PO Boxes Installed: | 235 | |
| PO Boxes Rented: | 82 | |
| PO Box Cut-off Time (available to customer) | 13:00 | |
| Number of Regular City Routes: | 0 | |
| Number of Auxiliary City Routes: | 0 | |
| Number of City Regular Combination Routes: | 0 | |
| Number of City Auxiliary Combination Routes: | 0 | |
| Number of City Regular Collection Routes: | 0 | |
| Number of City Auxiliary Collection Routes: | 0 | |
| Total Number of City Routes: | 0 | |
| Number of Regular Rural Routes: | 0 | |
| Number of Auxiliary Rural Routes: | 0 | |
| Total Number of Rural Routes: | 0 | |
| Number of Highway Contract Box Routes: | 0 | |
| Total Number of City Possible Deliveries: | 0 | |
| Total Number of Rural Deliveries: | 0 | |
| Total Number of Highway Contract Deliveries: | 0 | |
| Daily City Carrier Base Workhours Mon-Fri: | 0:00 | |
| City Carrier Base Workhours Saturday: | 0:00 | |
| City Carrier Reference Volume: | 0.00 | |
| Weekly Rural Standard Hours: | 0:00 | |
| Authorized Full Time F4 Clerk Positions: | 0 | |
| Authorized Function 4 Clerk Positions: | 0 | |
| Weekly Function 4 Earned Workhours: | 0 | |
| Receives DPS Letter Mail?: | N | |
| Receives Sector/Segment Letter Mail?: | N | |
| DOIS Computers at This Unit?: | N | |
| Can This Unit Receive E Mail?: | Y | |
| Number of IRTs/POS Terminals at This Unit: | 0 | |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
|  | Facilities Database System |
| My Facility Find Facility Administrative Area Find Contacts Help | Logout |

Post Office Boxes

| | | |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| CLOSPINT (Physical Address) 17857 HIGHWAY 38 CLOSPINT, KY 40927-9998 | Category: Delivery and Retail Type: Post Office Subtype: Main Post Office Area: Eastern (C) | Facility ID: 1358442 Status: Active AMS Locale Key: X14620 District: Kentuckiana |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|

[<< Return](#)

P.O. Box System

Zipcode: 40927 Alpha ID: 0

| Data Field Name | Business Rules and Field Definitions | Current Value |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Contact Name: | Facility contact for P.O. Box inquiries. | MARTHA SANDERS |
| Contact Phone Number: | Facility phone number for P.O. Box inquiries. | (606) 837 - 3611 |
| Number of Customers with Caller Service: | Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle. | Not Provided |
| Number of Reserves: | The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation). Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled. | Not Provided |
| P.O. Box Fee Group: | A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431. Exceptions: Virtual Reserve Box numbers are charged at the same rate throughout the country, regardless of the fee group | 5 |

DOCKET NO
 ITEM NO
 PAGE
 40847
 5

| | | |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| | assigned to the facility hosting the virtual reserve box numbers. No-Fee (free) boxes are made available to a customer (a maximum of one to a domicile) if that customer's domicile is not offered street delivery by the Postal Service. | |
| Has No Fee Boxes?: | Count of the number of boxes for which a customer is not charged a rental fee (see above). | 20 |
| Number of any size boxes waiting?: | Number of Customers waiting to rent any PO Box that becomes available. | 0 |

Post Office Box Lobby

| Zipcode: 40927 Alpha ID: 0 | #1 | #2 | #3 | #4 | #5 | Total |
|---------------------------------------------|-----------------------------------------------------------------------------------------|----|----|----|----|-------|
| Number of Boxes: | 180 | 48 | 0 | 6 | 1 | 235 |
| Number In Use: | 78 | 4 | 0 | 0 | 0 | 82 |
| Number Available (Actual) : | 100 | 44 | 0 | 6 | 1 | 151 |
| Number of Customers on Waiting List: | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Parcel Lockers: | Boxes that are used for customers to retrieve parcels which do not require a signature. | | | | | 0 |

All shaded fields are maintained in WebBATS Please utilize WebBATS to edit/correct this information.

[Back to Top](#)

Post Office information for this facility was last certified on **02/05/2009 10:09:50** by FDB user **Martha Sanders**.

DOCKET NO
 ITEM NO
 PAGE

40843
 6

The data below represents the current information for your unit that is on file in the Delivery Programs Office. In an effort to keep this data as current as possible, we are asking you to examine each item carefully and **make any necessary corrections in the appropriate space in the right-hand column.** Please return the corrected form ASAP to:

Delivery Programs/Denise Hardy
 PO Box 31334
 Louisville KY 40231-9334

| DATA CATEGORY | CURRENT INFORMATION | CORRECTED INFORMATION |
|----------------------------------------------|---------------------|-----------------------|
| Facility Name: | EVARTS KY | |
| Finance Number: | 20-2608 | |
| Sub Account: | 002 | |
| SFAS Number: | 0349 | LOCKET NO 40843 |
| CAG: | J | ISSUED 1 |
| Class: | 2 | PAGE 2 |
| Level: | 15 | |
| City/State: | EVARTS KY | |
| Street Address: | 138 MAIN ST | |
| Zipcode: | 40828 | |
| County: | HARLAN | |
| Postmaster/Manager: | HAYWOOD PEGGY (OIC) | |
| Time Zone: | EASTERN | |
| Daylight Savings Time Observed?: | Y | |
| Phone Number: | (606) 837-3592 | |
| Fax Number: | N/A | |
| Hours of Operation: | 8:00 - 17:00 | |
| Retail Hours M-F: (Window Hours) | 9:00-16:00 | |
| Retail Hours Sat: (Window Hours) | 9:30 - 11:30 | |
| Lunch Closing: | 12:30 - 13:30 | |
| Facility Type: | ASSOCIATE OFFICE | |
| Personnel Installed: | MIKE THOMPSON | |
| PO Boxes Rented: | 1090 | |
| PO Boxes Rented: | 856 | |
| PO Box Cut-off Time (available to customer) | 9:45 | |
| Number of Regular City Routes: | 0 | |
| Number of Auxiliary City Routes: | 0 | |
| Number of City Regular Combination Routes: | 0 | |
| Number of City Auxiliary Combination Routes: | 0 | |
| Number of City Regular Collection Routes: | 0 | |
| Number of City Auxiliary Collection Routes: | 0 | |
| Total Number of City Routes: | 0 | |
| Number of Regular Rural Routes: | 1 | |
| Number of Auxiliary Rural Routes: | 1 | |
| Total Number of Rural Routes: | 2 | |
| Number of Highway Contract Box Routes: | 0 | |
| Total Number of City Possible Deliveries: | 0 | |
| Total Number of Rural Deliveries: | 894 | |
| Total Number of Highway Contract Deliveries: | 0 | |
| Daily City Carrier Base Workhours Mon-Fri: | 0:00 | |
| City Carrier Base Workhours Saturday: | 0:00 | |
| City Carrier Reference Volume: | 0.00 | |
| Weekly Rural Standard Hours: | 81:34 | |
| Authorized Full Time F4 Clerk Positions: | 0 | |
| Authorized Function 4 Clerk Positions: | 2 | |
| Weekly Function 4 Earned Workhours: | 39 | |
| Receives DPS Letter Mail?: | N | |
| Receives Sector/Segment Letter Mail?: | N | |
| DOIS Computers at This Unit?: | N | |
| Can This Unit Receive E Mail?: | Y | |
| Number of IRTs/POS Terminals at This Unit: | 0 | |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
|  | Facilities Database System |
| My Facility Find Facility Administrative Area Find Contacts Help | Logout |

Post Office Boxes

| | | |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| EVARTS (Physical Address) 138 S MAIN ST EVARTS, KY 40828-9998 | Category: Delivery and Retail Type: Post Office Subtype: Main Post Office Area: Eastern (C) | Facility ID: 1362857 Status: Active AMS Locale Key: X14949 District: Kentuckiana |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|

<< Return

P.O. Box System

Zipcode: 40828 Alpha ID: 0

| Data Field Name | Business Rules and Field Definitions | Current Value |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Contact Name: | Facility contact for P.O. Box inquiries. | PEGGY HAYWOOD |
| Contact Phone Number: | Facility phone number for P.O. Box inquiries. | (606) 837 - 3592 |
| Number of Customers with Caller Service: | Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle. | Not Provided |
| Number of Reserves: | The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation). Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled. | Not Provided |
| P.O. Box Fee Group: | A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431. Exceptions: Virtual Reserve Box numbers are charged at the same rate throughout the country, regardless of the fee group | 6 |

FACILITY NO 40843
 LINE NO 1
 LINE 8

| | | |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| | assigned to the facility hosting the virtual reserve box numbers. No-Fee (free) boxes are made available to a customer (a maximum of one to a domicile) if that customer's domicile is not offered street delivery by the Postal Service. | |
| Has No Fee Boxes?: | Count of the number of boxes for which a customer is not charged a rental fee (see above). | 42 |
| Number of any size boxes waiting?: | Number of Customers waiting to rent any PO Box that becomes available. | 0 |

Post Office Box Lobby

| Zipcode: 40828 Alpha ID: 0 | #1 | #2 | #3 | #4 | #5 | Total |
|---------------------------------------------|-----------------------------------------------------------------------------------------|-----|----|----|----|-------|
| Number of Boxes: | 960 | 104 | 24 | 2 | 0 | 1,090 |
| Number In Use: | 794 | 51 | 14 | 1 | 0 | 860 |
| Number Available (Actual) : | 165 | 53 | 10 | 1 | 0 | 229 |
| Number of Customers on Waiting List: | 1 | 0 | 0 | 0 | 0 | 1 |
| Number of Parcel Lockers: | Boxes that are used for customers to retrieve parcels which do not require a signature. | | | | | 16 |

All shaded fields are maintained in WebBATS. Please utilize WebBATS to edit/correct this information.

[Back to Top](#)

Post Office information for this facility was last certified on 02/04/2009 11:14:18 by FDB user **Peggy Haywood**

Login ID: XY4ZG0

Restricted Information

12-NOV-09

DOCKET NO
 11/12/09
 40828

40828
 11/12/09
 40828



June 22, 2009

CHRIS CHRISTENBURY
KENTUCKIANA DISTRICT MANAGER
PO BOX 31000
LOUISVILLE KY 40231-1000

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION
HOLMES MILL KY 40843

I request your authorization to investigate a possible change in postal services for the following office in the 5th Congressional District.

Post Office Name: Holmes Mill KY
ZIP+4 Code: 40843
EAS Level: 53
Finance Number: 20-3820
County: Harlan

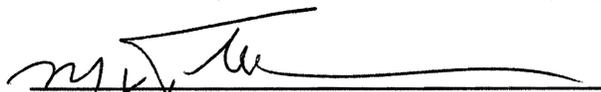
Number of Customers:

Post Office Box 38
General Delivery _____
Rural Route (RR) _____
Highway Contract Route (HCR) _____
Intermediate RR _____
Intermediate HCR _____
City Delivery _____
Total Customers 38

The above office became vacant when the postmaster retired on May 24, 2007. The office is being study due to the following reasons:

1. Declining workload in mail volume. The office was downgraded from a level 11 office to an EPM 53 office when the intermediate rural route was pulled back into the administrative office Evarts.
2. An economic savings can be received by offering alternate service. Regular and effective service will be provided by a rural route emanating from Evarts KY.

Please indicate your approval of this study by signing below and returning the original form to this office.



Michael V. Thompson
Manager, Post Office Operations

7/2/09
Date

Approval to Study for Discontinuance:



Chris Christenbury
Kentuckiana District Manager

8.5.09
Date

 UNITED STATES
POSTAL SERVICE

NOVEMBER 27, 2009

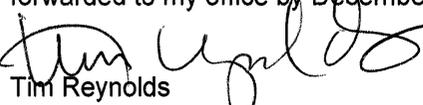
OFFICER IN CHARGE
PO BOX 9998
EVARTS KY 40828-9998

OFFICER IN CHARGE
PO BOX 9998
HOLMES MILL, KY 40843-9998

SUBJECT: Holmes Mill Post Office
Questionnaires

Enclosed are 100 questionnaires addressed to customers of the Holmes Mill Post Office. 60 of these should be provided to the rural carrier that serves the community, 40 to the PO Box customers.

I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by December 18, 2009 for further review.


Tim Reynolds
Post Office Review Coordinator
PO Box 1449
Hazard KY 41702-1449
(606) 439-0534

Enclosures



November 27, 2009

Dear Postal Customer:

As the postal manager responsible for all offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

A review of the business activities of the Holmes Mill Post Office revealed that the office workload has declined. Our office review revealed an average of 9 daily retail window transactions. This reduced workload and the fact that the Closplint post office is located 5.5 miles away, suggests that the maintenance of the Holmes Mill Post Office may not be warranted. The Postal Service feels that effective and regular service will be provided through rural route delivery administered by the Evarts Post Office located 18 miles away.

Briefly, customers would have the option of post office box delivery at the Closplint post office or customers may continue to receive carrier delivery to roadside mailboxes. Rural route Customers will not experience any change in service with the possible exceptions of picking up parcels and accountable mail at the Closplint Post Office that the carrier was unable to deliver. Window service hours at Closplint are from 8 a.m. to 4:15 p.m., Monday through Friday and from 11:30 a.m. to 2:15 p.m. on Saturday. There are 150 post office boxes available to rent and the lobby is open from 8 a.m. to 4:30 p.m. Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday. Post Office boxes are available at the same fees.

Post Office box customers that choose to receive post office box service at Closplint will continue to use Holmes Mill KY 40843 as their last line delivery, however in the event that the Holmes Mill Post Office is officially closed, post office box customers will need to add 1,000 to their present PO box number as example: PO Box 324 will become PO Box 1,324.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the post office and still provide regular and effective service. Retail services are also available at the Evarts Post Office; hours of service at this office are 9 a.m. to 4 p.m. Monday through Friday, and 9:30 to 11:30 a.m. on Saturday. For customer convenience the Evarts Post Office offers 24 hour PO Box access.

Rural route delivery is particularly beneficial to senior citizens, people with disabilities, and working people because no one has to pick up the mail from the Post Office. In addition, the rural carrier can provide all the retail services provided at our Post Offices. Most transactions do not require meeting a carrier at the mailbox. *Stamps By Mail* order envelopes and *Money Order Application* forms are available for customer convenience.

I invite you to think about a possible change to rural route delivery emanating from Evarts delivery service or continue your PO Box service at the Closplint Post Office. Please return the enclosed questionnaire by December 18, 2009 using the pre-addressed envelope provided.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at Holmes Mills Post Office on December 17, 2009 from 1 to 2 p.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Post Office Review Coordinator Tim Reynolds whose telephone number is (606) 439-0534.

Thank you for your assistance.

Sincerely,



Michael V. Thompson
Manager Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices _____

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping _____

Personal needs _____

Banking _____

Employment _____

Social needs _____

5. Do you currently use local businesses in the community?

Yes

No

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

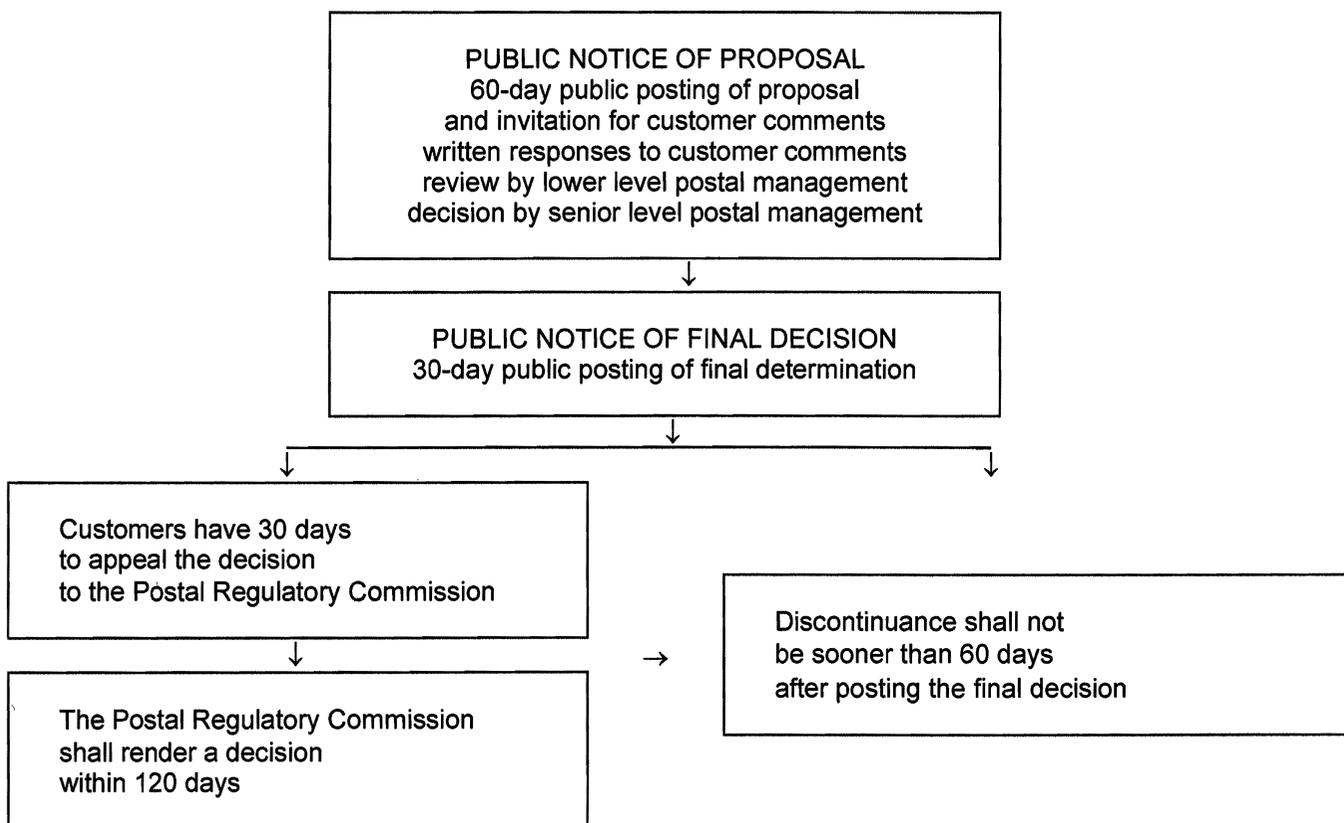


SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the post office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the post office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.



DOCKET NO 40843
ITEM NO 5
PAGE 1

December 28, 2009

CHRISTOPHER LUCAS HUFF
PO BOX 26
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that you do not wish to change to rural delivery. Holmes Mill PO box customers will be able to continue to receive their mail via PO box delivery at the Closplint Post Office. Holmes Mill PO box Customers will add 1,000 to their present PO box number, as example your new address will be PO Box 1,026, Holmes Mill KY 40843. The Closplint Post Office is located 5.5 miles away. The Closplint Post Office offers extended PO box lobby hours; open from 8 a.m. to 4:30 p.m., Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday.

You expressed a concern about inclement weather stating that poor road conditions might impede delivery. While it is true that both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. 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. I checked with the Officer in Charge at Evarts concerning the number of times that the rural carrier was unable to make deliveries in the Holmes Mill area in the past five years. They could not recall a time when deliveries in the area were missed due to inclement weather; this includes the recent snow storm of December 18, 2009 which devastated the area.

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

For carrier pick up of packages, you can contact the Evarts Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

You expressed a concern about nonpostal services. Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

DOCKET NO 40843
ITEM NO 5
PAGE 2

You expressed a concern about having to travel to another post office for service. 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.

You expressed a concern about the loss of the bulletin board at the Holmes Mill Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts and Closplint Post offices also have a public bulletin board which may be used to post the same information.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Evarts postmaster for more information.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,



Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices _____

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. It is inconvenient for package & mail pick-up. ALSO, packages could be lost, damaged, or stolen.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping _____

Personal needs _____

Banking _____

Employment _____

Social needs _____

5. Do you currently use local businesses in the community?

Yes

No

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: Christopher Lucas Huff
(please print your name)

Address: PO Box 26 Holmes Mill, KY 40843

Telephone number: 837-9499 Date: 12-4-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

| | | |
|---------------------------|------------------------------|----------------------------------------|
| a. Making permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

| | | |
|---------------------------------------------------------------|-----------------------------------------|----------------------------------------|
| a. Picking up government forms, such as tax forms | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: Many elderly people live nearby and the post office is a necessity for these older citizens with failing health + a lack of transportation

| | | |
|--------------------------------|-----------------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

DOCKET NO
ITEM NO
PAGE

40843
3
5

December 4, 2009

Christopher Lucas Huff
Rachel N. Huff
PO Box 26
Holmes Mill, KY 40843

To Whom It May Concern:

I am writing in response to your public notice of proposal concerning the Holmes Mill Post Office. My family and I are highly opposed to this proposal. The recommended changes are outlandish and very alarming!!! We DO NOT wish to change our postal service to that of a rural route delivery for four very important reasons.

First of all, it would be a huge inconvenience. The nearest post office is nearly 7 miles from my physical address and the Evarts site is 18 miles away. At this time, I am only about two minutes away from the Holmes Mill Post Office. Due to my work schedule, I would not be able to use either of the alternate post offices easily.

Secondly, general delivery is often a liability. Packages get lost, stolen, and damaged much more frequently when delivered to a mail box than when compared to a PO Box. I shop online often and this would be a huge problem where my purchases are concerned.

Next, inclement weather is often a concern for Holmes Mill residents. If I have to drive 3 times the distance to Closplint (or even 9 times the distance to Evarts), I fear that my mail would be extremely difficult to get in the winter. Therefore, my bill payments will be late—resulting in late fees.

Last of all, I fear that this change would serve the greatest inconvenience to the elderly men and women of Holmes Mill. Many of the elderly people in rural Kentucky have a poor education and are nearly illiterate. Thus, the postmasters at Holmes Mill often help the senior citizens fill out money orders, purchase stamps, and complete other postal transactions. This can only be done by someone who has earned the trust of these elderly citizens. Furthermore, transportation is a problem. Many of our senior citizens do not have a driver's license, lack transportation, and are on a fixed income. Thus, they will not be able to make the necessary window transactions to pay their bills.

I hope that after reading this letter, you will reconsider your choice to close the Holmes Mill Post Office. This office has served many loyal customers for years, and it would be an inconvenience to everyone if it was closed.

Thank you for your time,

The Huff Family



DOCKET NO 40843
ITEM NO 5
PAGE 6

December 28, 2009

CINDY L CAUDILL
24600 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about nonpostal services. Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

You expressed a concern about the loss of the bulletin board at the Holmes Mill Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts Post Office also has a public bulletin board which may be used to post the same information.

You expressed a concern about having to travel to another post office for service. 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.

You expressed concern that an employee at the Holmes Mill Post Office was rude. 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.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



-2-

2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices Big Stone Gap, Va & Keokee Va,
where I do my business unless Coleen Witt
is working at the Holmes Mill post office.

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

Personal needs

Banking

Employment

Social needs

Big Stone
Gap, VA

5. Do you currently use local businesses in the community?

Yes

No

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: Cindy L. Caudill
(please print your name)

Address: 24600 Hwy 38 Holmes Mill Ky 40843

Telephone number: 606-837-9219 Date: 12-2-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: I am unable to get around so I have to get other people to go to the post office for me to get money orders. I strongly believe that if you make coleen with post master you will receive more business because the lady you have now is very rude.



DOCKET NO 40843
ITEM NO 5
PAGE 9

December 28, 2009

DAVID & ARCELIA BOWMAN
24927 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about having to travel to another post office for service. 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.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Evarts postmaster for more information.

You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

You expressed a concern about the number of businesses in the community that need access to Postal Services. Businesses generally require regular and effective postal services, and these will always be provided in the Holmes Mill community via the rural carrier that serves the area or at the Closplint Post Office. There is no indication that the business community will be adversely affected.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices post office in Keokee, Va. and also
(Cloppint, Shields, ^{Evarts} but usually not
during business hours) these I pass on my way to church.

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping Virginia, Evarts, & Harlan,

Personal needs Virginia, Tenn, Evarts, Harlan

Banking Harlan, Ky.

Employment _____

Social needs Virginia, Tenn, Evarts, Harlan

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: David + Arcelia Bowman
(please print your name)

Address: 24927 Hwy 38 Holmes Mill, Ky 40843

Telephone number: 6068372887 Date: 12/2/09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|----------------------------------------------|----------------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>occasionally</i> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>seldom ever</i> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>occasionally</i> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: Several seniors use the post office, some don't drive much.

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

As tax paying citizens, we feel we deserve a post office in our community. Also, as a community with three mining companies, consisting of six coal mines we feel the community should at least have a small post office to serve the people. After all, there is certainly a lot of coal severance money that goes out of our community to help people all over Kentucky.

Thank you for
your concern.

Arelia Bowman



UNITED STATES
POSTAL SERVICE

DOCKET NO
ITEM NO
PAGE

40843
5
13

December 28, 2009

ELMARR MCQUEEN
25100 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Evarts postmaster for more information.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices Evarts + Closplint

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping Harlan

Personal needs Evarts + Harlan

Banking _____

Employment _____

Social needs Evarts + Harlan

5. Do you currently use local businesses in the community?

Yes

No

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: Elmarric McQueen
(please print your name)

Address: 25100 Hwy 38, Holmes Mill, KY 40843

Telephone number: 606-837-3198 Date: 12-03-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: neighbor gets stamps

- d. Using public bulletin board Yes No

- e. Other Yes No

If yes, please explain: _____



DOCKET NO 40843
ITEM NO 5
PAGE 16

December 28, 2009

ARTHUR WAYNE KELLY
PO BOX 26
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Evarts postmaster for more information.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



-2-

2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices _____

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping _____
- Personal needs _____
- Banking _____
- Employment _____
- Social needs _____

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: ARTHUR WAYNE KELLY
(please print your name) P.O. Box 2
Address: HOLMES MILL, KY. 40843

Telephone number: (606) 837-2707 Date: 12-16-2009

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



DOCKET NO 40843
ITEM NO 5
PAGE 19

December 28, 2009

DOVIE HAMBLIN
24977 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about having to travel to another post office for service. 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.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices Yes, we pass the post office at Keakee Virginia most of the time

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. We need our post office. There are people not able to go long distance for PD service

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Virginia and Harlan, Ky.
- Personal needs Virginia
- Banking Harlan, Ky
- Employment _____
- Social needs _____

5. Do you currently use local businesses in the community?

Yes No

Sometimes yes & sometime no

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Dovie Hamblin
(please print your name)

Address: 24977 Hwy 38 Holmes Mill Ky 40843

Telephone number: 606837 3043 Date: 12-3-09

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We need our post office in this community if it only stays open two hours a day. There are people who don't drive and Coalfield & Everts is both too far.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> <i>when needed</i> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



DOCKET NO 40843
ITEM NO 5
PAGE 22

December 28, 2009

TIM HUTCHINSON
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Holmes Mill Post Office workload analysis indicated that the office should be open 4 hours per day, Monday through Saturday. The Closplint Post Office offers extended hours; open from 8 a.m. to 4:30 p.m., Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday. If you choose to receive your mail at Closplint you will be provided 8 hours of service Monday through Friday and 3 hours on Saturday.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices Keokee

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping _____

Personal needs _____

Banking _____

Employment _____

Social needs _____

5. Do you currently use local businesses in the community?

Yes

No

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: Tim Hutchison
(please print your name)

Address: Holmes Mill 14 40843

Telephone number: 606) 837-3498 Date: 12-14-09

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Why is my post office only open 4 hours? I still pay the same amount Box rent, but only can get to it half time?



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



DOCKET NO 40843
ITEM NO 5
PAGE 25

December 28, 2009

JERICOL MINING INC
GENERAL DELIVERY
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about nonpostal services. Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices Lejuinor, Closeplint, Keokee

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping _____
- Personal needs _____
- Banking _____
- Employment _____
- Social needs _____

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Jerical Mining Inc.
(please print your name)

Address: General Delivery

Telephone number: 276-546-3236 Date: 12-14-09

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Should this post office be shut down, we would move our postal needs to Keokee, VA



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

DOCKET NO
TITLE NO
PAGE

40843
5
28

 UNITED STATES
POSTAL SERVICE

December 28, 2009

JARVIS W WITT
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about nonpostal services. Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,



Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?
Yes No

If yes, which offices _____

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Mall
- Personal needs Mall, Super market
- Banking BBJ
- Employment Guesenberry's
- Social needs Church school work

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Jarvis W Witt
(please print your name)

Address: Holmes Mill Ky

Telephone number: 606-837-3124 Date: 12-2-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>Sometimes</i> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>Sometimes</i> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>Sometimes</i> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: Church + school bulletins



December 28, 2009

SONJA KELLY
24905 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed a concern about nonpostal services. Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

You expressed a concern about the loss of the bulletin board at the Holmes Mill Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts and Closplint Post offices also have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael V. Thompson", with a long horizontal flourish extending to the right.

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices Keokuk, Va.

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Virginia, etc.
- Personal needs _____
- Banking _____
- Employment _____
- Social needs _____

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Sonja Kelly
(please print your name)

Address: 24905 Hwy 38 Holmes Mill, Ky 40843

Telephone number: 606-837-2681 Date: Dec. 4, '09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



POSTNET NO 40843
ZIP+4 NO 5
FACILITY 34

December 28, 2009

BROCK FAMILY
PO BOX 12
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes

No

If yes, which offices _____

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better

Just as Good

No Opinion

Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping _____

Personal needs _____

Banking _____

Employment _____

Social needs _____

5. Do you currently use local businesses in the community?

Yes

No But get stamps

If yes, would you continue to use them if the post office is discontinued?

Yes

No

Name: Elmer James Gene Brock wife Billie
(please print your name)

Address: Box 12 Rt 1 Hwy 38 Holmes Mill Ky 40843

Telephone number (606) 837-8433 Date: 12-4-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



UNITED STATES
POSTAL SERVICE

POSTNET NO 40843
ZIP+4 5
40843

December 28, 2009

CLOVERFORK MISSIONARY BAPTIST CHURCH
26372 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



-2-

2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices CLOSPINT, LEJUNIOG, EVARTS, AND
KOOKEE VA

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping EVARTS, HARTAN,
- Personal needs _____
- Banking EVARTS,
- Employment _____
- Social needs _____

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: CLOVEFORK MISSIONARY BAPTIST Church
(please print your name)

Address: 26372 Hwy 38 Holmes Mill Ky 40843

Telephone number: _____ Date: 12-03-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

| | | |
|---------------------------|------------------------------|----------------------------------------|
| a. Making permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

| | | |
|---------------------------------------------------------------|------------------------------|----------------------------------------|
| a. Picking up government forms, such as tax forms | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

| | | |
|--------------------------------|------------------------------|----------------------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____



DOCUMENT NO 40843
5
40

December 28, 2009

VILDER KELLY
PO BOX 10
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices Holmes Mill, Closplint, Lejunior & Evarts
at least once a month

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Evarts
- Personal needs Evarts
- Banking Evarts
- Employment Retired
- Social needs Church Holmes Mill

5. Do you currently use local businesses in the community?

Yes No

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Vilder Kelly
(please print your name)

Address: P.O. Box 10 Holmes Mill, Ky. 40843

Telephone number: ~~000-000~~ N/A Date: 12-4-09

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

Postal Services **Daily** **Weekly** **Monthly** **Never**

- a. Buying stamps
- b. Mailing letters
- c. Mailing parcels
- d. Picking up post office box mail
- e. Picking up general delivery mail
- f. Buying money orders
- g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation
- h. Sending Express Mail
- i. Buying stamp collecting material

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____

COPIES NO

40843

FILE NO

5

PAGE

43



December 28, 2009

EARLENE PENCE
25311 HWY 38
HOLMES MILL KY 40843

Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Holmes Mill Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Holmes Mill Post Office should be pursued, a formal proposal will be posted in the Evarts, Closplint and Holmes Mill Post Offices at a later date. If you have additional questions or comments, please feel free to contact Post Office Review Coordinator Tim Reynolds at (606) 439-0534.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael V. Thompson", with a long horizontal flourish extending to the right.

Michael V. Thompson
Mgr Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



2. Do you pass another post office during business hours while traveling to or from work, shopping, or for personal needs?

Yes No

If yes, which offices Clospoint
Euarts
Harlan

3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive post office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your present service?

Better Just as Good No Opinion Worse

Please explain. _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping Harlan
- Personal needs Harlan, Euarts
- Banking Harlan, Euarts
- Employment un-employed
- Social needs Euarts, Harlan

5. Do you currently use local businesses in the community?

Yes No we have none

If yes, would you continue to use them if the post office is discontinued?

Yes No

Name: Eartene Peace
(please print your name)

Address: 2531 Hwy. 38 Abimes Mill, Ky 40843

Telephone number: 606-837-2464 Date: 2-9-09

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Holmes Mill Post Office for each of the following.

| Postal Services | Daily | Weekly | Monthly | Never |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|---------------------------------------|
| a. Buying stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing letters | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Picking up post office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Picking up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including certified, registered mail, insured mail, delivery confirmation, or signature confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> occasionally |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other postal services:

- a. Making permit mailings Yes No
- b. Using postage meter Yes No

Nonpostal Services

- a. Picking up government forms, such as tax forms Yes No
- b. Using for school bus stop Yes No
- c. Assisting senior citizens, persons with disabilities, etc. Yes No

If yes, please explain: _____

- d. Using public bulletin board Yes No
- e. Other Yes No

If yes, please explain: _____



Postal Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the Holmes Mill Post Office on November 27, 2009. Additionally, questionnaires were available at the Evarts and Holmes Mill Post Offices during the survey period to walk-in retail customers.

A. Number of Questionnaires

| | |
|----------------------------------|-----|
| Total questionnaires distributed | 100 |
| Favorable to proposal | 1 |
| Unfavorable to proposal | 2 |
| Expressing no opinion | 11 |
| Total questionnaires received | 14 |

B. Postal Concerns

The following postal concerns were expressed:

1. **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.

2. **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 Centralized Box Units. 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 Evarts postmaster for more information.

3. **Concern:** Customers expressed concern that a postal employee at the Holmes Mill Post Office was 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 by the manager, post office operations.

4. **Concern:** Customer expressed a concern about the number of businesses in the community that need access to Postal Services.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the Holmes Mill community via the rural carrier that serves the area or at the Closplint Post Office. There is no indication that the business community will be adversely affected.

5. **Concern:** Customer expressed a concern that since the people of your community paid taxes the post office should remain open.

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

6. **Concern:** Customers were concerned about the limited hours of operation at the post office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Holmes Mill Post Office workload analysis indicated that the office should be open 4 hours per day. The Closplint Post Office offers extended hours; open from 8 a.m. to 4:30 p.m., Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday.

7. **Concern:** Customer expressed a concern about inclement weather stating that poor road conditions might impede delivery.

Response: While it is true that both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. 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. Verification was made with the Officer in Charge at Evarts concerning the number of times that the rural carrier was unable to make deliveries in the Holmes Mill area in the past five years. They could not recall a time when deliveries in the area were missed due to inclement weather; this includes the recent snow storm of December 18, 2009 which devastated the area.

8. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

For carrier pick up of packages, customers can contact the Evarts Post Office, letting the carrier know that they have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

9. **Concern:** Customer expressed a concern about the security of mail.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

C. Nonpostal Concerns

The following nonpostal concerns were expressed:

1. **Concern:** Customer expressed a concern about nonpostal services.

Response: Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts Post Office. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Holmes Mill Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts and Closplint Post Offices also have a public bulletin board which may be used to post the same information.



DOCKET NO
ITEM NO
PAGE

40847
?
1

September 1, 2009

The Honorable Harold Rogers
U.S. Congress District Office
601 Main Street
Hazard KY 41701-1382

Dear Congressman Rogers,

This is to notify you concerning the possible closing of a Post Office in your congressional district.

As you are aware, the Postal Service remains a unique federal agency in that it receives no funding from Congress to support its operations. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and the lackluster economy. In order to sustain universal mail service to the American people, we are looking at all operations and making adjustments to control costs while maintaining a good level of service to our customers.

The Postal Service is presently reviewing post offices to determine if regular and effective services can be provided by a nearby office or alternate delivery service.

Listed below are the reasons that we may begin a study to close a post office:

1. Declining workload in mail volume and retail transactions
2. Post Offices where we have lost a lease, or the lessor is requesting unjustifiable rental increases
3. Post Offices that are in close proximity to other Post Offices
4. Post Offices where an economic savings can be received by offering alternate service
5. Post Offices in communities that have been annexed
6. Substandard condition of the facility that houses the Post Office

The Kentuckiana District will only consider the consolidation of Post Offices where we can insure that our customers will have sufficient access to Postal Services. Furthermore studies will only be performed on offices where we have a postmaster vacancy. In the 5th congressional district a study is being performed on the Holmes Mill Post Office.

Holmes Mill is located in Harlan County. The postmaster retired on May 24, 2007. The office is presently staffed by a non career Postmaster Relief employee. In the event that the office is officially closed, the non career Postmaster Relief will return to her regular assignment in an associate office.

A review of the business activities of the Holmes Mill Post Office revealed that the office workload has declined. The office had been a full time office providing service 8 hours per day, however after the rural route was pulled back into the administrative office Evarts KY, the office was downgraded to a level 53 office providing service only 4 hours per day Monday through Saturday. This reduced workload and the fact that the Closplint post office is located 5.5 miles away suggests that the maintenance of the Holmes Mill Post Office may not be warranted. The Postal Service feels that effective and regular service will be provided through rural route delivery emanating from Evarts.

Holmes Mill serves 38 Post Office Box Customers. Briefly, customers would have the option of post office box delivery at the Closplint post office, or they may receive carrier delivery to a roadside mailbox at their residence or business. Window service hours at Closplint are from 8 a.m. to 4 p.m. Monday through Friday and 11:30 a.m. to 2:15 p.m. on Saturday.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the post office and still provide regular and effective service.

BUCKET NO 40843
PAGE NO 7
PAGE 2

If a change to carrier service is implemented, customers will continue to use the name Holmes Mill and ZIP Code 40843 in their mailing address.

Customers will have an opportunity to voice their opinion concerning a possible change of service by completing a questionnaire and also attending a community meeting which will be held in the near future in the community.

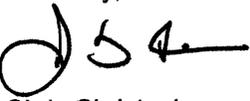
A final decision has not been made concerning the closing of the Holmes Mill Post Office, and will not be made until all the data has been collected and analyzed. Once the study is completed, the information will be posted at the Holmes Mill, Evarts and Closplint post offices for a period of 60 days. After the 60 day posting the record will be sent to Postal Service Headquarters for review, if they concur with the possible recommendation of the District, the Post Office can be closed no sooner than 60 days after the posting of the Final Determination. This is a rather lengthy process which may take up to 9 months to complete. I have attached the Summary of Post Office Change Regulations for your review of the process.

As you are aware rural delivery is particularly beneficial to senior citizens, people with disabilities, and working people because no one has to pick up the mail from the Post Office. In addition, the rural carrier can provide all the retail services provided at our Post Offices. Most transactions do not require meeting a carrier at the mailbox. *Stamps By Mail* order envelopes and *Money Order Application* forms are available for customer convenience.

Furthermore, it should be noted that that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve. If you have additional questions or comments, please feel free to contact Tim Reynolds Post Office Review Coordinator for the Kentuckiana District at (606) 439-0534.

Sincerely,

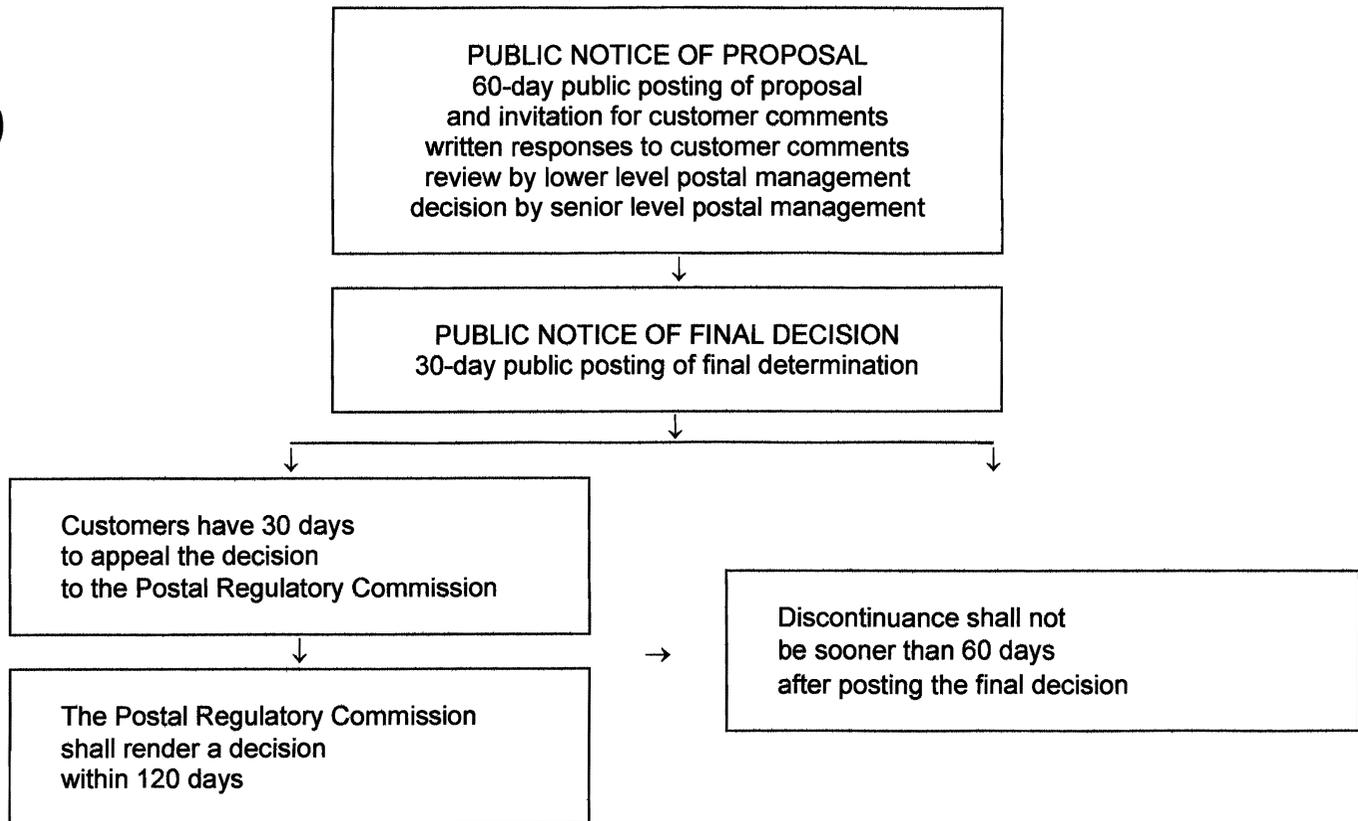

For Chris Christenbury
Kentuckiana District Manager

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.



40843
89



November 16, 2009

SHELLY SOUDERS
KY STATE PRESIDENT
NATIONAL LEAGUE OF POSTMASTERS
PO BOX 9998
WEST PADUCAH KY

PATTI BASCOM
KY STATE PRESIDENT
NATIONAL ASSOCIATION OF POSTMASTERS
PO BOX 9998
UNION KY 41091-9998

This is to notify you concerning the possible closing of Post Offices in the Kentuckiana district.

As you are aware, the Postal Service remains a unique federal agency in that it receives no funding from Congress to support its operations. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and the lackluster economy. In order to sustain universal mail service to the American people, we are looking at all operations and making adjustments to control costs while maintaining a good level of service to our customers.

The Postal Service is presently reviewing the below listed post offices to determine if regular and effective services can be provided by a nearby office or alternate delivery service.

Listed below are the reasons that we may begin a study to close a post office:

1. Declining workload in mail volume and retail transactions
2. Post Offices where we have lost a lease, or the lessor is requesting unjustifiable rental increases
3. Post Offices that are in close proximity to other Post Offices
4. Post Offices where an economic savings can be received by offering alternate service
5. Post Offices in communities that have been annexed
6. Substandard condition of the facility that houses the Post Office

The Kentuckiana District will only consider the closing of Post Offices where we can insure that our customers will have sufficient access to Postal Services. Furthermore studies will only be performed on offices where we have a postmaster vacancy.

Holmes Mill is located in Harlan County. The postmaster retired on May 24, 2007. The office is presently staffed by a non career Postmaster Relief employee. In the event that the office is officially closed, the non career Postmaster Relief will return to her regular assignment in an associate office.

A review of the business activities of the Holmes Mill Post Office revealed that the office workload has declined. The office had been a full time office providing service 8 hours per day, however after the rural route was pulled back into the administrative office Evarts KY, the office was downgraded to a level 53 office providing service only 4 hours per day Monday through Saturday. This reduced workload and the fact that the Closplint post office is located 5.5 miles away suggests that the maintenance of the Holmes Mill Post Office may not be warranted. The Postal Service feels that effective and regular service will be provided through rural route delivery emanating from Evarts.

Holmes Mill serves 38 Post Office Box Customers. Briefly, customers would have the option of post office box delivery at the Closplint post office, or they may receive carrier delivery to a roadside mailbox at their residence or business.

40843
RENRO VALLEY
KENTUCKIANA DISTRICT

Renfro Valley is located in Rockcastle County. The postmaster retired on July 3, 2009. The office is presently staffed by a clerk from an associate office. In the event that the office is officially closed, the clerk will return to her regular position. The Renfro Valley Post office is a level 53 office providing 4 hours of service per day.

A review of the business activities of the Renfro Valley revealed that the office workload has declined. This reduced workload and the fact that we have 3 other post offices located within a ten mile radius suggests that the maintenance of the Renfro Valley Post Office may not be warranted. The Postal Service feels that effective and regular service will be provided through rural route delivery service and retail service administered by the Mount Vernon Post Office located 2.3 miles away.

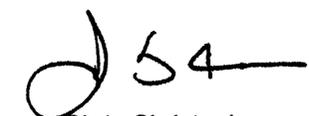
Renfro Valley serves 43 Post Office Box Customers. Briefly, customers would have the option of post office box delivery at the Mount Vernon post office, or they may receive carrier delivery to roadside mailboxes or Centralized Box Units provided by the Postal Service.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office and still provide regular and effective service. If a change to carrier service is implemented, customers will continue to use the name Renfro Valley and ZIP Code 40473 in their mailing address.

Each of these offices have experienced a decrease in workload, this reduced workload and the fact that there are other offices in close proximity suggest that the maintenance of these Post Offices may not be warranted. The Postal Service feels that effective and regular service will be provided through carrier route delivery service. An economic savings can be received by offering alternate service

A final decision has not been made concerning the closing of these Post Offices, and will not be made until all the data has been collected and analyzed. Once the study is completed, the information will be sent to Postal Service Headquarters for review, if they concur with the possible recommendation of the District, the Post Office can be closed no sooner than 60 days after the posting of the Final Determination. This is a rather lengthy process which may take up to 9 months to complete. I have attached the Summary of Post Office Change Regulations for your review of the process.

If you have additional questions or comments, please feel free to contact Tim Reynolds Post Office Review Coordinator for the Kentuckiana District at (606) 439-0534.

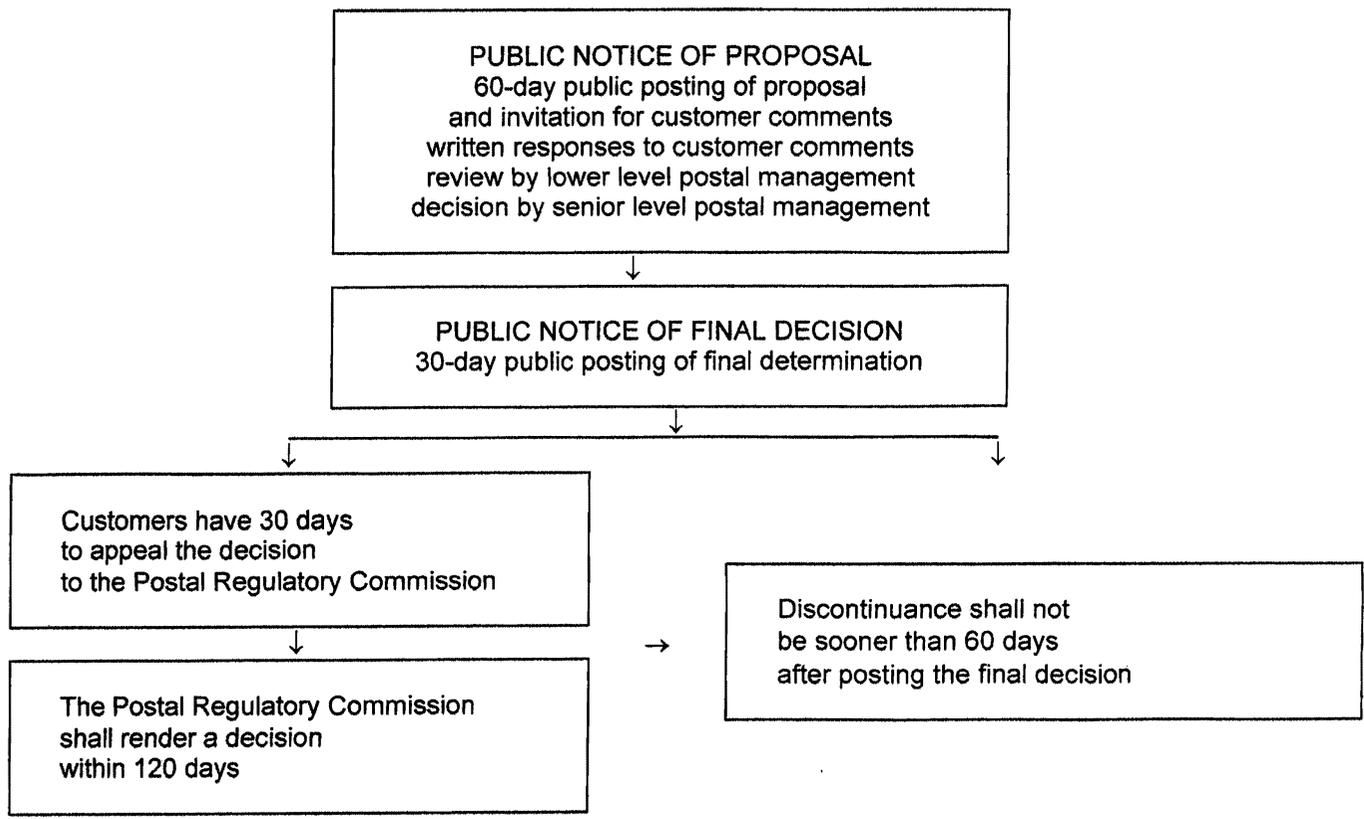

for Chris Christenbury
District Manager

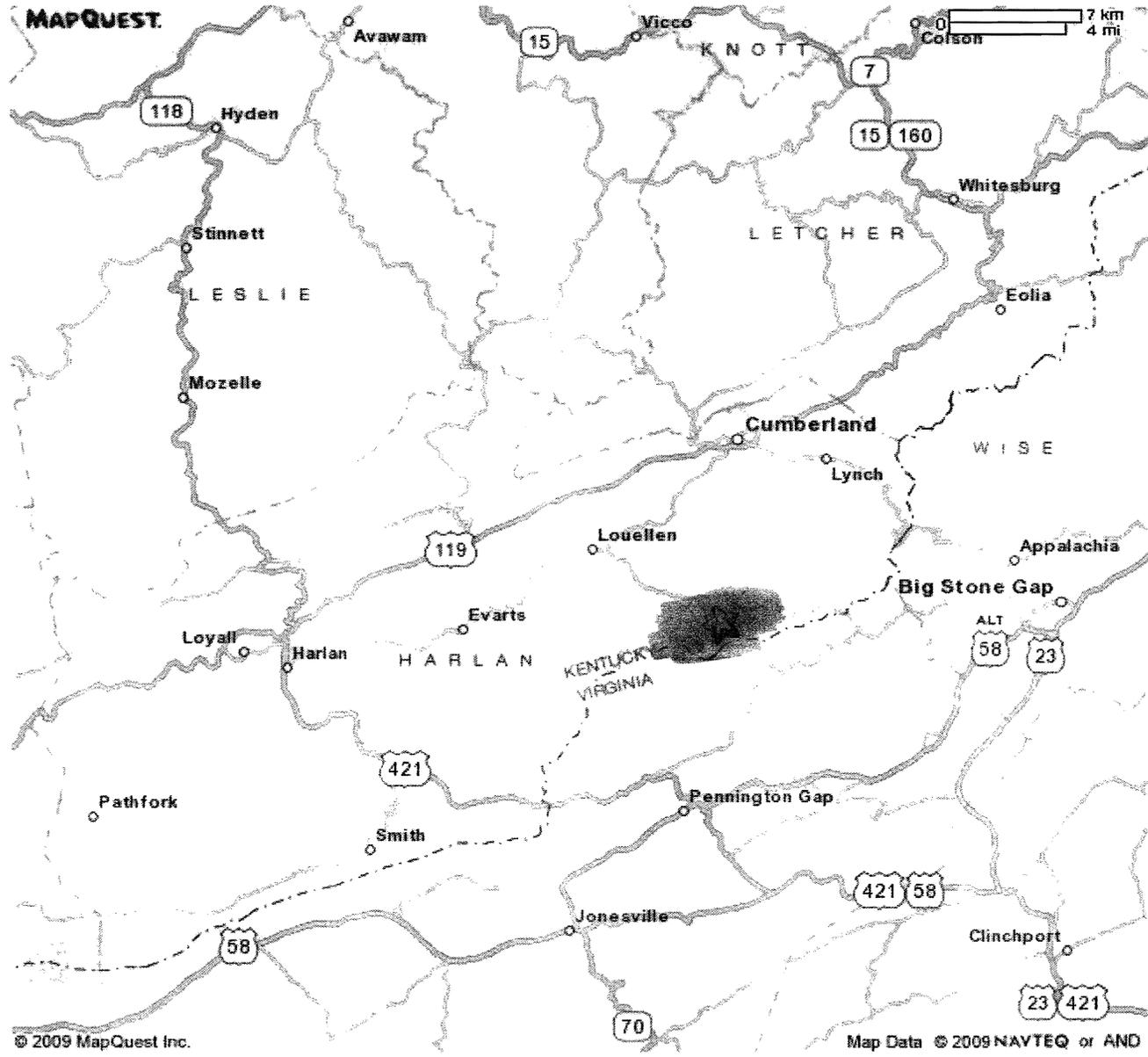
SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





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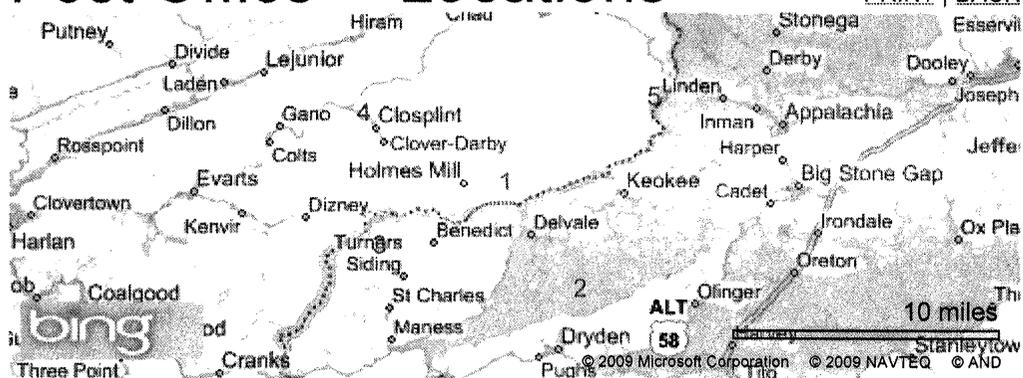
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Post Office™ Locations

PRINT | BACK

40843
10
1



1 **Post Office™**
Location -
HOLMES MILL
23534 HIGHWAY 38
HOLMES MILL, KY
40843-9998
(800) ASK-USPS

0.0 mi

Business Hours
Mon-Sat
12:00pm-3:45pm
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

2 **Post Office™**
Location -
DRYDEN
HWY 58
DRYDEN, VA 24243
(800) ASK-USPS

5.0 mi

Business Hours
Mon-Fri
9:00am-12:00pm
1:00pm-4:00pm
Sat
9:30am-11:30am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

3 **Post Office™**
Location - SAINT CHARLES
MAIN ST
SAINT CHARLES, VA
24282
(800) ASK-USPS

5.3 mi

Business Hours
Mon-Fri
7:30am-12:00pm
12:30pm-4:00pm
Sat
8:00am-11:30am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

4 **Post Office™**
Location -
CLOSPLINT
17857 HIGHWAY 38
CLOSPLINT, KY

Business Hours
Mon-Fri
8:00am-11:00am
11:30am-4:15pm
Sat

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

40927-9998
(800) ASK-USPS

6.0 mi

11:30am-2:15pm
Sun
closed

LOCATING
THE
LINK

40843
10
2

5 **Post Office™**

**Location -
BENHAM**

229 MAIN ST STE 1
BENHAM, KY 40807-
9998
(800) ASK-USPS

6.6 mi

Business Hours

Mon-Fri
8:30am-3:30pm
Sat
8:30am-11:30am
Sun
closed

Services

PO Boxes Online

Service hours may vary. Please
check link for business hours.

People and Business Search Find people and businesses at WhitePages.com

People Search

Search for a person and
perform a reverse lookup on
phone numbers and
addresses.

Business Search

Search for a business by name or
category nationwide.

Reverse Phone Number

See who is calling you

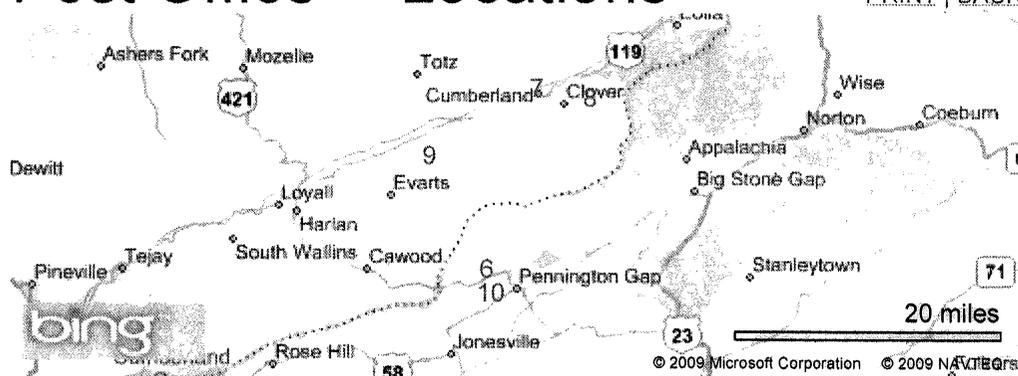
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40843
10
3

Post Office™ Locations

[PRINT](#) | [BACK](#)



- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <p>6 Post Office™ Location - KEOKEE ST RT 606 KEOKEE, VA 24265 (800) ASK-USPS</p> <p style="border: 1px solid black; padding: 2px; display: inline-block;">7.6 mi</p> | <p>Business Hours Mon-Fri 8:00am-11:30am 12:00pm-4:00pm Sat 8:30am-11:00am Sun closed</p> | <p>Services PO Boxes Online</p> <p>Service hours may vary. Please check link for business hours.</p> |
| <p>7 Post Office™ Location - CUMBERLAND 1312 E MAIN ST CUMBERLAND, KY 40823-9998 (800) ASK-USPS</p> <p style="border: 1px solid black; padding: 2px; display: inline-block;">7.6 mi</p> | <p>Business Hours Mon-Fri 8:30am-4:00pm Sat 10:00am-12:00pm Sun closed</p> | <p>Services PO Boxes Online</p> <p>Service hours may vary. Please check link for business hours.</p> |
| <p>8 Post Office™ Location - LYNCH 10 E MAIN ST LYNCH, KY 40855-9998 (800) ASK-USPS</p> <p style="border: 1px solid black; padding: 2px; display: inline-block;">7.6 mi</p> | <p>Business Hours Mon-Fri 7:45am-12:30pm 1:00pm-3:00pm Sat 9:00am-11:00am Sun closed</p> | <p>Services PO Boxes Online</p> <p>Service hours may vary. Please check link for business hours.</p> |
| <p>9 Post Office™ Location - LEJUNIOR 13161 HIGHWAY 38 LEJUNIOR, KY 40849-9998</p> | <p>Business Hours Mon-Fri 8:00am-1:00pm 1:30pm-4:00pm Sat 11:00am-1:00pm</p> | <p>Services PO Boxes Online</p> <p>Service hours may vary. Please check link for business hours.</p> |

(800) ASK-USPS

Sun
closed

9.1 mi

10 **Post Office™**

Location -

PENNINGTON GAP

41610 W MORGAN
AVE

PENNINGTON GAP,
VA 24277-9998

(800) ASK-USPS

9.1 mi

Business Hours

Mon-Fri

9:00am-11:30am

12:30pm-4:30pm

Sat

10:00am-12:00pm

Sun

closed

Services

PO Boxes Online

Service hours may vary. Please
check link for business hours.

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4

People and Business Search Find people and businesses at WhitePages.com

People Search

Search for a person and
perform a reverse lookup on
phone numbers and
addresses.

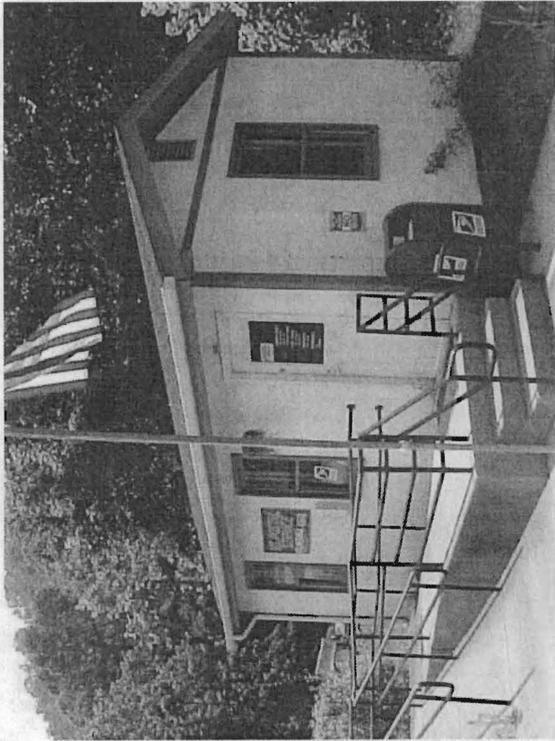
Business Search

Search for a business by name or
category nationwide.

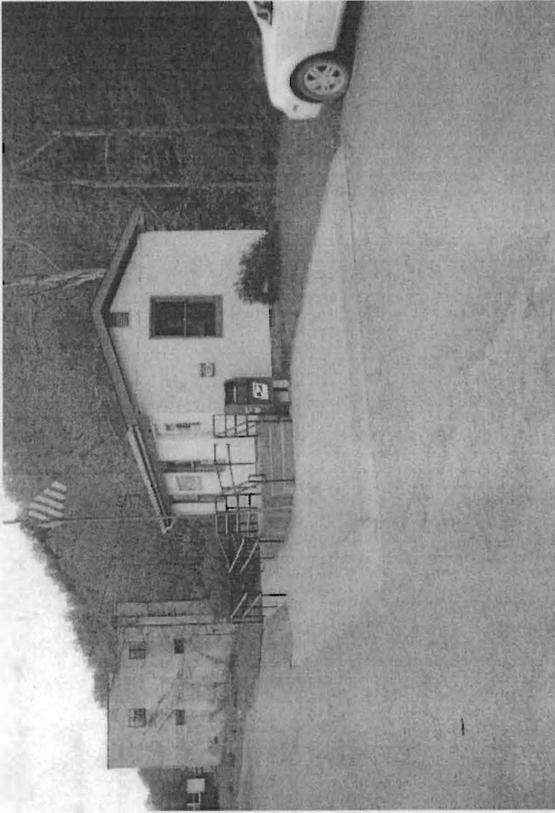
Reverse Phone Number

See who is calling you

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Holmes Mill Post Office



Parking

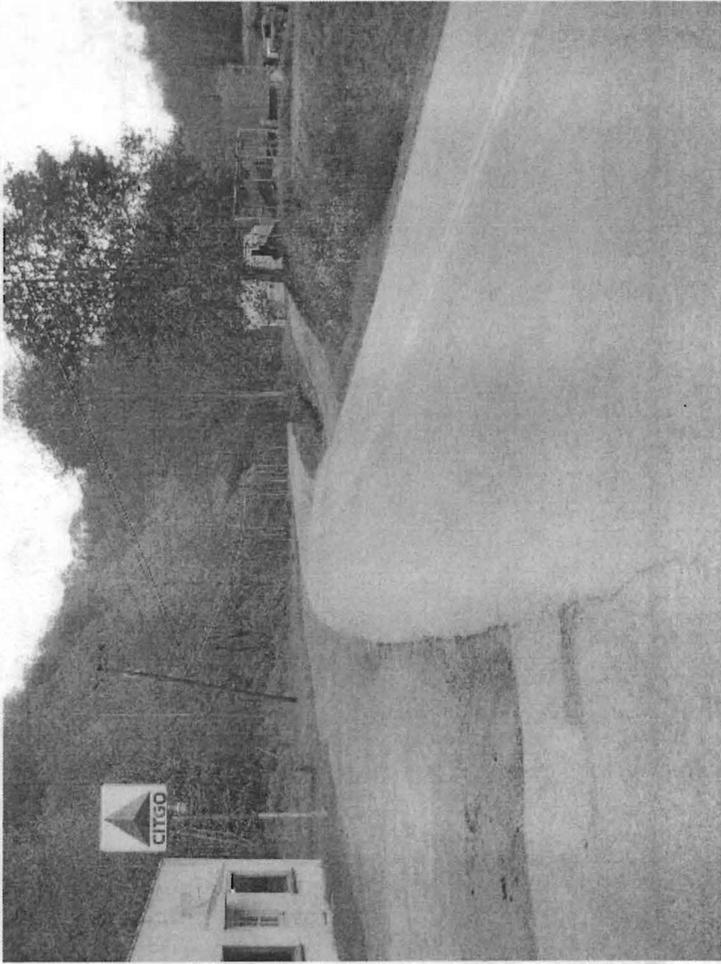


Interior view



Interior view

DOCKET NO 40843
ITEM NO 1111



West on Hwy 38



East on Hwy 38

DOCKET NO
ITEM NO
PAGE

40843

11
2



40843
12
1

Lease

Facility Name/Location

HOLMES MILL - MAIN OFFICE (203820-002)
23534 HIGHWAY 38, HOLMES MILL, KY 40843-9998

County:HARLAN
Project:C42742

This Lease made and entered into by and between DOVIE L HAMBLIN hereinafter called the Landlord, and the United States Postal Service, hereinafter called the Postal Service:

In consideration of the mutual promises set forth and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties covenant and agree as follows:

1. The Landlord hereby leases to the Postal Service and the Postal Service leases from the Landlord the following premises, hereinafter legally described in paragraph 7, in accordance with the terms and conditions described herein and contained in the 'General Conditions to U.S. Postal Service Lease,' attached hereto and made a part hereof.

Upon which is a one story, multi-tenant, wood frame building and which property contains areas, spaces, improvements, and appurtenances as follows:

| AREA | SQ. FEET |
|-----------------------------|----------|
| Net Interior Floor Space | 288 |
| Exterior, Platform and Ramp | 39 |
| Exterior Parking, USPS | 1,000 |

Total Site Area: 1,327

2. TO HAVE AND TO HOLD the said premises with their appurtenances for the following term:

FIXED TERM: The term beginning May 01, 2008 and ending April 30, 2013 for a total of 5 Years

3. RENTAL: The Postal Service will pay the Landlord an annual rental of: \$ 3,000.00

*** Three Thousand and 00/100 Dollars***

payable in equal installments at the end of each calendar month. Rent for a part of a month will be prorated. Rent checks shall be payable to:

DOVIE L HAMBLIN
GENERAL DELIVERY
HOLMES MILL, KY 40843-9999

unless the Contracting Officer is notified, in writing by Landlord, of any change in payee or address at least sixty (60) days before the effective date of the change.



40843
12
2

Lease

4. **RENEWAL OPTIONS:** The Lease may be renewed at the option of the Postal Service, for the following separate and consecutive terms and at the following annual rentals:

| EFFECTIVE DATE | EXPIRATION DATE | PER ANNUM RENTAL |
|----------------|-----------------|------------------|
| 05/01/2013 | 04/30/2018 | \$3,300.00 |
| 05/01/2018 | 04/30/2023 | \$3,800.00 |

provided that notice is sent, in writing, to the Landlord at least 30 days before the end of the original lease term and each renewal term. All other terms and conditions of this Lease will remain the same during any renewal term unless stated otherwise herein.

5. **OTHER PROVISIONS:** The following additional provisions, modifications, riders, layouts, and/or forms were agreed upon prior to execution and made a part hereof:

Utilities Services & Equipment Rider, Maintenance Rider - Landlord Responsibility, Maintenance Rider UST - Landlord Responsibility, Purchase Option Rider - Right of First Refusal, Mortgagee's Agreement.

6. **TERMINATION:**

The Postal Service may terminate this Lease at any time by giving 30 days written notice to the Landlord.

7. **LEGAL DESCRIPTION:**

SEE ATTACHED ADDENDUM.



40843

Postmaster Workload Information

| | | |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------|
| Post Office, State & ZIP Code HOLMES MILL KY 40843-9998 | Postmaster's Signature <i>Charlotte Sanders</i> | Date 12/17/2009 |
| SC, State & ZIP Code | MSC Manager's Signature | Date |
| District Office, State & ZIP Code KENTUCKIANA KY 40231-1000 | District Manager's Signature <i>Wendy Smith for Chris Christensen</i> | Date 12/17/09 |
| (Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR | See Instructions on Page 2 | |

| | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------|
| 1. Current Office Level | | 5 3 |
| 2. Finance Number | (1-6) | 2 0 3 8 2 0 |
| 3. General Delivery Families Served | (7-9) | 0 0 0 |
| 4. Post Office Boxes/Call Boxes Rented | (10-15) | 0 0 0 0 3 4 |
| 5. Possible City Deliveries | (16-20) | 0 0 0 0 0 |
| 6. Administrative Rural Boxes Served | (21-25) | 0 0 0 0 0 |
| 7. Intermediate Rural Boxes Served | (26-30) | 0 0 0 0 0 |
| 8. Administrative Responsibility for Intermediate Rural Boxes for Other Offices | (31-35) | 0 0 0 0 0 |
| 9. Administrative Highway Contract/Star Route Boxes Served | (36-39) | 0 0 0 0 |
| 10. Intermediate Highway Contract /Star Route Boxes Served | (40-43) | 0 0 0 0 |
| 11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices | (44-47) | 0 0 0 0 |
| 12. Number of Carrier Stations/Branches | (48-49) | 0 0 |
| 13. Number of Finance Stations/Branches | (50-51) | 0 0 |
| 14. Number of Contract Stations/Branches & Community Post Offices | (52-53) | 0 0 |
| 15a. Does Office Experience A Seasonal Workload? (box one "Y" for yes, "N" for no) (If you answer 'yes' for this question, complete 'Seasonal Workload' section on Page 2.) | (54) | N |
| 15b. Duration of Seasonal Workload (Minimum of 8 weeks) | (55-56) | |
| 16. Does Office Perform Outgoing Distribution for Other Offices? | (57) | N |
| 17. Does Office Perform Incoming Primary Distribution for Other Offices? | (58) | N |
| 18. Does Office Perform Incoming Secondary Distribution for Other Offices? | (59) | N |
| 19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office? | (60) | N |
| 20. Do You Separate All Incoming Flat Mail to City & Rural Carrier Routes for Your Own Office? | (61) | N |
| 21. Do You Have Responsibility for Vehicle Maintenance Facilities? | (62) | N |
| 22. Does Your Office Have Administrative Responsibility for An Air Transfer Office? | (63) | N |
| 23. Is Postmaster Lessor for Government Owned Building? | (64) | N |
| 24. Does Office Have MPLSM/SPLSM? | (65) | N |
| 25. Does Office Distribute Food Stamps? | (66) | N |

ACTIVITY AND REVENUE UNIT CALCULATOR

ENTER YOUR OFFICE TOTALS IN YELLOW HIGHLIGHTED CELLS
 TOTALS SHOWN IN LIGHT BLUE

| 2009 CALCULATOR | |
|-----------------|----------|
| REVENUE TOTAL | \$ 9,569 |
| REVENUE UNIT | 383.4 |
| TOTAL REV UNITS | 25.0 |

daily avg \$ 31.57

| REVENUE | 25 | WSCs |
|----------------------------|------|-----------|
| | | REVENUE |
| 1ST 25 REV UNITS 1.0 X | 25 | 25 |
| NEXT 275 REV UNITS; 0.5 X | 0 | 0 |
| NEXT 700 REV UNITS: 0.25 x | 0.00 | 0.00 |
| NEXT 5000 REV UNITS: 0.1 x | 0.00 | 0.00 |
| BALANCE REV UNITS: 0.01 X | 0.00 | 0.00 |
| TOTAL REVENUE WSC | | 25 |

| ACTIVITY WSC'S | NUMBER | FACTOR | WSC | OFFICE LEVELS | | | | LOWER GRADE | HIGHER GRADE |
|----------------------------------------|--------|--------|-----------|---------------|--------------------|---------------------|-------------|-------------|--------------|
| | | | | GRADE | ZOT | WSC | ZOT | | |
| GEN DEL FAMILIES | | 1.0 | 0 | A | | 1-40 | 41-45 | | 46 |
| PO BOXES RENTED | 34 | 1.0 | 34 | C | 36-40 | 41-82 | 83-93 | 35 | 94 |
| POSSIBLE CITY DELIVERIES | | 1.3 | 0 | E | 78-82 | 83-125 | 126-141 | 72 | 142 |
| ADM RURAL BOXES | | 1.0 | 0 | 11 | 111-125 | 126-335 | 336-376 | 110 | 377 |
| INT RURAL BOXES | | 0.7 | 0 | 13 | 298-335 | 336-820 | 821-914 | 297 | 915 |
| ADM RESPONSIBILITY FOR INT RURAL BOXES | | 0.3 | 0 | 15 | 736-820 | 821-2075 | 2076-2291 | 735 | 2292 |
| ADM HWY CONTRACT BOXES | | 1.0 | 0 | 18 | 1869-2075 | 2076-5500 | 5501-6049 | 1868 | 6050 |
| INT HWY CONTRACT BOXES | | 0.7 | 0 | 20 | 4951-5500 | 5501-13000 | 13001-14299 | 4950 | 14300 |
| ADM RESPONSIBILITY FOR INT HWY BOXES | | 0.3 | 0 | 21 | 11701-13000 | 13001-26000 | 26001-28599 | 11700 | 28600 |
| TOTAL ACTIVITY WSC'S | | | 34 | 22 | 23399-26000 | 26001 AND UP | | | 23400 |

| 2009 REV UNIT | | |
|---------------|-------------|----------|
| ACTIVITY WSC | REVENUE WSC | BASE WSC |
| 34 | 25 | 59 |

BASE WSC

59

HOLMES MILL KY

| 2006 CALCULATOR | |
|-----------------|----------|
| REVENUE TOTAL | 11,647 |
| REVENUE UNIT | \$336.92 |
| TOTAL REV UNITS | 34.6 |

| 2007 CALCULATOR | |
|-----------------|----------|
| REVENUE TOTAL | 12,755 |
| REVENUE UNIT | \$348.09 |
| TOTAL REV UNITS | 36.6 |

| 2008 CALCULATOR | |
|-----------------|----------|
| REVENUE TOTAL | 17,127 |
| REVENUE UNIT | \$366.10 |
| TOTAL REV UNITS | 46.8 |

40893
14

**UNITED STATES
POSTAL SERVICE**

August 31, 2009

OFFICER IN CHARGE
PO BOX 9998
HOLMES MILL, KY 40843-9998

SUBJECT: Volume and WOS Reports

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to Holmes Mill customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the Holmes Mill Post office for a two-week period. The surveys should begin September 5, 2009 and end on September 18, 2009. Please complete the enclosed forms as accurately as possible.

Return all forms to Kentuckiana District Post Office Review Coordinator, Tim Reynolds at the close of business on September 18, 2009. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact Tim Reynolds, at 606-439-0534.



Tim Reynolds
Post Office Review Coordinator
PO Box 1449
Hazard KY 41702-1449

cc: Official Record

Enclosures: Window Transaction Survey
Survey of Incoming Mail
Survey of Dispatched Mail

Window Transaction Survey

PO Name: Holmes Mill

ZIP + 4: 40843

Completed by: Charlotte Sanders OLC

Survey Period: September 5, 2009 through September 18, 2009

(Signature and Title)

Record the number of *retail* window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use Form 2007-A, *Window Transaction Record*; Form 2007-B, *Window Transaction Conversion*; and Form 2007-C, *Window Transaction Survey*. Use hash marks (///) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

| Day/Date | Postage sales (.777) | Priority Parcels Money Orders (1.083) | Express Registered C.O.D. (1.969) | Passports Meter Settings (5.06) | Box Rent (2.875) | Certified Insured Special Service (1.792) | Misc. Services (1.787) | Non-Revenue services (1.188) |
|---------------------------|-------------------------|------------------------------------------------|--------------------------------------------|---------------------------------------|------------------------|----------------------------------------------------|---------------------------|------------------------------------|
| Saturday | ///// | //// | | | / | | | |
| Monday | Closed | | | | | | | |
| Tuesday | //////// | //////// | | | | | | |
| Wednesday | //////// | //// | / | | | / | | |
| Thursday | / | | | | | | | |
| Friday | //// | //// | | | | | | |
| Saturday | /// | /// | | | | | | |
| Monday | //// | /// | | | // | | | |
| Tuesday | //// | /// | | | | / | | |
| Wednesday | //// | //// | | | / | | | |
| Thursday | /// | / | | | | | | |
| Friday | //// | //// | | | | | | |
| Total Transactions | 58 | 37 | 1 | | 4 | 2 | | |
| Time Factor | x .777 | x 1.083 | x 1.969 | x 5.06 | x 2.875 | x 1.792 | x 1.787 | x 1.188 |
| Total Minutes | 45 | 40 | 2 | | 12 | 4 | | |

103 minutes / 11 = 9
 Average Number Daily Transactions: 9
 102 transactions / 11 = 9
 Average Daily Retail Workload in Minutes: 9

40843
 16
 40843

**Survey of Incoming Mail
(Record in Pieces)**
Post Office Name and ZIP+4: HOLMES MILL KY 40843-9998
Dates Recorded: SEPTEMBER 5, 2009 through SEPTEMBER 18, 2009

| Date | Letters | | Flats | | Parcels | | Other |
|---------------|-------------|----------|-------------|----------|----------|----------|-------|
| | First Class | Standard | First Class | Standard | Priority | Standard | |
| Saturday | 60 | | 3 | 15 | 2 | | 2 |
| Monday | Closed | | | | | | |
| Tuesday | 60 | 34 | 6 | 35 | | | 1 |
| Wednesday | 15 | 21 | 8 | | | 2 | 1 |
| Thursday | 72 | 5 | | 2 | | 2 | 1 |
| Friday | 36 | 3 | 1 | 21 | | | 1 |
| Saturday | 36 | 6 | | 1 | 3 | 1 | 1 |
| Monday | 36 | 28 | 2 | 11 | 1 | 1 | 1 |
| Tuesday | 13 | 8 | | 23 | | | |
| Wednesday | 21 | 9 | 4 | 36 | | 2 | 1 |
| Thursday | 50 | 13 | 1 | 9 | | 4 | |
| Friday | 42 | 7 | | 27 | | 3 | |
| TOTALS | 441 | 224 | 25 | 180 | 5 | 15 | 9 |
| Daily Average | 40 | 20 | 2 | 17 | 1 | 1 | 1 |

Signature of Person Making Count:
Charlotte Sanders
Printed Name:
Charlotte Sanders
Title:
DIC
Conversion Rate

| Letter Type | Total Pieces Per Foot | Flat Type | Total Pieces Per Foot |
|-------------------|-----------------------|-----------------|-----------------------|
| Manual Letters | 227 | Manual Flats | 115 |
| Automated Letters | 215 | Automated Flats | 115 |
| Sequenced Letters | 227 | Sequenced Flats | 115 |

Note: Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

**Survey of Dispatched Mail
 (Record in Pieces)**

Post Office Name and ZIP+4: HOLMES MILL KY 40843-9998

Dates Recorded: SEPTEMBER 5, 2009 through SEPTEMBER 18, 2009

| Date | Letters | | Flats | | Parcels | | Other |
|---------------|---------------|----------|-------------|----------|----------|----------|-------|
| | First Class | Standard | First Class | Standard | Priority | Standard | |
| Saturday | 25 | | | | | 1 | 1 |
| Monday | Closed | | | | | | |
| Tuesday | 21 | | 1 | | 1 | | 1 |
| Wednesday | 21 | | 3 | | 1 | | 2 |
| Thursday | 5 | | | | | | 1 |
| Friday | 6 | | 1 | | | | 1 |
| Saturday | 24 | | | | | | 1 |
| Monday | 8 | | | | | | 1 |
| Tuesday | 6 | | | | 1 | | 1 |
| Wednesday | 5 | | 1 | | | | 1 |
| Thursday | 3 | | | | 1 | 1 | 1 |
| Friday | 4 | | 1 | | | | 1 |
| TOTALS | 128 | | 7 | | 4 | 1 | 12 |
| Daily Average | 13 | | 1 | | 1 | | 1 |

Signature of Person Making Count: Charlotte Sanders
 Printed Name: Charlotte Sanders
 Title: OIC



September 2, 2009

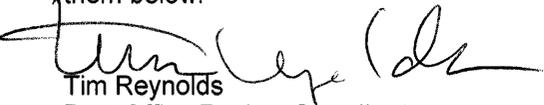
OFFICER IN CHARGE
PO BOX 9998
HOLMES MILL, KY 40843-9998

SUBJECT: HOLMES MILL Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, local government offices and schools that are served by the Holmes Mill Post Office. The list of businesses should include small, part-time and in-home businesses. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of post office box, general delivery, and street delivery customers served by the office. Return all documents to Kentuckiana District Post Office Review Coordinator Tim Reynolds by September 18, 2009. This information will be entered into the official record for public viewing.

| | |
|------------------------------|-----------|
| Post Office Box | <u>38</u> |
| General Delivery | _____ |
| Rural Route (RR) | _____ |
| Highway Contract Route (HCR) | _____ |
| Intermediate RR | _____ |
| Intermediate HCR | _____ |
| City Delivery | _____ |
| Total Customers | <u>38</u> |

If you have any comments on alternate means of providing services to the Holmes Mill customers, please provide them below.


Tim Reynolds
Post Office Review Coordinator

Comments:

Churches: Huff Settlement Baptist, Cloverfork Missionary Baptist, Holmes Mill Pentecostal Holiness
Businesses: Clover Fork Family Resource Ctr, Saylor's Grocery, Jericol Mining Operations, Loan Mt. Processing
Mining OPs



UNITED STATES
POSTAL SERVICE

December 16, 2009

POSTAL INSPECTION SERVICE
US POSTAL SERVICE
PO BOX 11710
LEXINGTON KY 40577

SUBJECT: POSSIBLE DISCONTINUANCE OF POST OFFICE

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the Holmes Mill Post Office, 40843 located in Harlan County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter.

Tim Reynolds
Post Office Review Coordinator

Enclosure: Return Envelope

No records of mail theft or vandalism

Comments/Findings: _____

Signature:

Title: Postal Inspector

Date: 12/17/09



December 16, 2009

**HARLAN COUNTY
SHERIFF'S OFFICE
PO BOX 978
HARLAN, KENTUCKY 40831**

SUBJECT: Possible Discontinuance of Post Office
Holmes Mill, KY 40843

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the Holmes Mill Post Office 40843 located in Harlan County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter.

Tim Reynolds
Post Office Review Coordinator

Enclosure: Return Envelope

No records of mail theft or vandalism

Comments/Findings: _____

Signature: Angel Howard Title: D.S.

Date: 12/17/09

ENCLOSURE
JAN 17 2010

POST OFFICE
FACILITY
40843
21

ZIP CODE DEMOGRAPHIC REPORT

Post Office Name: Holmes Mill, KY
ZIP Code: 40843

| Total Population: | | Total Households: | |
|--------------------------|-----|--------------------------|----|
| 2000 | 165 | 2000 | 57 |
| 2008 | 161 | 2008 | 58 |
| 2013 | 157 | 2013 | 58 |

Projected Annual Household Growth Rate: 0.00%

FP&A 2008 Dataset

New ZIP Code Search

| [Home](#) | [USPS Blue](#) | [Assistance](#) |

UNITED STATES
POSTAL SERVICE

Post Office Survey Sheet

Post Office Name: Holmes Mill

ZIP + 4: 40843-9998

Congressional District: 5th

Date: December 17, 2009

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
none

2. Is the facility accessible to persons with disabilities? yes

3. Lease terms? 30-day cancellation clause? yes

4. Are suitable alternate quarters available for an independent post office? If so, where?
Not Applicable

5. List potential CPO sites. Not applicable

6. Are there any postage meter customers or permit mailers? Yes No
If yes, please identify them by name and address. _____

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
Postmaster retired May 24, 2007, pmr will be given opportunities for reassignment.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail received at 2:30 p.m. via rural route Dispatched at 3 p.m.

Collection box will not be retained

Mail pouch will be delivered to Closplint



Post Office Survey Sheet (Continued)

How many post office boxes are installed? 60

How many post office boxes are used? 34

What are the window service hours? 12 - 3:45 p.m. M-F

12 - 3:45 p.m. S

What are the lobby hours? 12 - 4 p.m. M-F

12 - 4 p.m. S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

None reported to the OIC.

10. What equipment in the post office is not owned by the Postal Service (e.g., post office boxes, furniture, safe)?
NA

11. List potential CBU/parcel locker sites and distances from present post office site.
None available

12. Are there any special customer needs? (People who cannot read or write, those who cannot drive, those who have infirmities or physical handicaps.) How can these needs be accommodated?
None physically handicapped, some that are illiterate

13. Rural delivery/HCR delivery.

a. What is current evaluation? Will not effect the rural route that delivers the area. PO Boxes moved to Closplint

b. Will this change result in the route being overburdened? Yes No

If so, what accommodations will be made to adjust the route? _____

c. How many boxes and miles will be added to the route? zero

d. What would be the additional annual expense if the route is increased? zero

e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? NA

f. At what time of the day does the carrier begin delivery to the community? 2:30 p.m.

Will this delivery time be affected if the office is discontinued? Yes No

If so, how? _____

14. Is the facility that will provide alternate service a city delivery or a non-city delivery post office?

UNITED STATES
POSTAL SERVICE

Community Survey Sheet

Post Office Name: Holmes Mill

ZIP + 4 40843

Congressional District: 5th

Date: December 17, 2009

1. Incorporated? Yes No

Local government provided by Harlan County Fiscal Court

Police protection provided by Harlan County Sheriff's Dept

Fire protection provided by Upper Clover Fork Volunteer Fire Department

School location _____

2. What population growth is expected? (Please document your source) _____

See attached Caci growth rate

3. What business growth is expected? (Please document your source) _____

See attached Caci growth rate

4. History. (Are there any special historical events related to the community? Are there any special community events to consider? Is the post office facility a state or national historic landmark (see ASM 515.23)? Check with the field real estate office when verification is needed.)

No special history

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Retirees, coal miners, loggers, commuters, self employed

6. Which nonpostal services are provided by the post office (e.g., public bulletin board, school bus stop, community meetings, voting place, government forms, or help to senior citizens and handicapped)? What provision can be made for these services if the post office is discontinued?

Office did not have a public bulletin board. Office did not serve as a school bus stop. Office was not a voting or community meetings place. Office does not provide tax forms. Office assisted senior citizens. Customers can receive similar services at the Evarts Post Office.

TIM REYNOLDS
KENTUCKIANA DISTRICT POST OFFICE REVIEW



Date: December 17, 2009

Subject: Alternate Service Costs

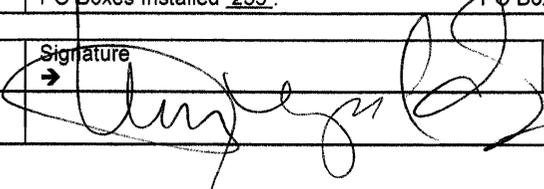
SUBJECT: ALTERNATE SERVICE COSTS
Holmes Mill, KY 40843

MEMO TO THE RECORD

PO Boxes will be moved to Closplint, no alternate service costs should be incurred on the rural route that serves the community.

A handwritten signature in cursive script, appearing to read "Tim Reynolds".

Tim Reynolds
Post Office Review Coordinator
PO Box 1449
Hazard KY 41702-1449

| U. S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet | | | | 1. Date Prepared December 17, 2009 | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|----------------------|
| 2. Post Office Name Holmes Mill | | | 3. State and ZIP + 4 Code KY 40843-9998 | | |
| 4. District Kentuckiana | | 5. County Harlan | | 6. Congressional District 5th | |
| 7. Reason for Proposal to Discontinue Declining workload, regular and effective service can be provided by rural delivery | | 8. Post Office Emergency Suspended (Reason and Date) | | 9. Proposed Permanent Alternate Service rural route delivery from Evarts and PO Box delivery from Closplint KY | |
| 10. Staffing | | | 11. Hours of Service | | |
| a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason & Date: Postmaster retired May 24, 2007, pmr will be given opportunities for reassignment | | | a. Time M-F 12 to 4 p.m. | | Sat. 12 to 4 p.m. |
| b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Noncareer | | | b. Lobby Time M-F 12 to 4 p.m. | | Sat. 12 to 4 p.m. |
| c. Current PM Position Level EAS- Downgraded from EAS- | | | Total window hours per week ↓ 24 | | |
| d. No. of Clerks No. of Career No. of Noncareer | | | | | |
| e. No. of Others No. of Career No. of Noncareer 1 pmr | | | | | |
| 12. Number of Customers Served | | | 13. Daily Volume (Pieces) | | |
| a. General Delivery | | | | Types of Mail | |
| b. P. O. Box | | 34 | | Received | |
| c. City Delivery | | | | Dispatched | |
| d. Rural Delivery/Intermediate Rural Delivery | | | | a. Letters | |
| e. Highway Contract Route/Intermediate HCR | | | | b. Newspapers | |
| f. Total → | | 34 | | c. Parcels | |
| | | | | d. Other | |
| g. No. Receiving Duplicate Service | | Unknown | | e. Total → | |
| h. Average No. Daily Transactions | | 9 | | f. No. of Postage Meters | |
| | | | | g. No. of Permits | |
| | | | | 0 | |
| | | | | 0 | |
| 14. Finances | | | | | |
| a. Revenue | | Receipts | | b. EAS-minimum PM Basic Salary | |
| FY 2009 | | \$ 9,569 | | \$14,689 | |
| FY 2008 | | \$17,127 | | \$0.00 | |
| FY 2007 | | \$12,755 | | Total savings=\$22,609 | |
| Rev Units | | 25 | | | |
| | | 47 | | | |
| | | 37 | | | |
| c. PM Fringe Benefits (33.5% of b) \$4,920 | | | | | |
| 15a. Quarters | | | | | |
| <input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (If Leased, Expiration Date) _____ Annual Lease \$ 3,000 | | | | | |
| 30 Day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, must vacate by) _____ (Date) | | | | | |
| Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | | | |
| 15b. Explain: | | | | | |
| 16. Schools, Religious Institutions and Social Organizations in Service Area. Names: _____ No. _____ | | | 18. Administrative/Emanating Office (Proposed) | | |
| Huff Settlement Baptist Cloverfork Missionary Baptist, Holmes Mill Pentecostal Holiness | | | Finance Number: <u>20-2608</u> city delivery <input type="checkbox"/> noncity delivery <input checked="" type="checkbox"/> | | |
| | | | Name <u>Evarts</u> EAS level <u>15</u> Miles Away <u>18</u> | | |
| | | | Window Service Hours: M-F <u>9 a.m. - 4 p.m.</u> Sat. <u>9:30 - 11:30 a.m.</u> | | |
| | | | Lunch <u>12:30-1:30 p.m.</u> | | |
| | | | Lobby Hours: M-F <u>24 hour</u> Sat. <u>24 hour</u> | | |
| | | | PO Boxes Installed <u>1090</u> PO Boxes Unused <u>234</u> | | |
| 17. Businesses and local Government Offices in Service Area | | | 19. Nearest Post Office (If different from above) | | |
| Names: _____ No. _____ | | | Name <u>Closplint</u> EAS level <u>11</u> Miles Away <u>5.5</u> | | |
| Clover Fork Family Resource Ctr, Saylor's Grocery, Jericol Mining Operations, Loan Mt. Processing Mining OPs | | | Window Service Hours: M-F <u>8 a.m. to 4:15 p.m.</u> Sat. <u>11:30 a.m. - 2:15 p.m.</u> | | |
| | | | Lunch <u>11-11:30 a.m.</u> | | |
| | | | Lobby Hours: M-F <u>8 a.m. - 4:30 p.m.</u> Sat. <u>11:30 a.m. - 2:30 p.m.</u> | | |
| | | | PO Boxes Installed <u>235</u> PO Boxes Unused <u>153</u> | | |
| 20. Prepared By | | | | | |
| Printed Name and Title | | | Signature | | Telephone No. (AC) |
| Tim Reynolds Kentuckiana District Post Office Review Coordinator | | |  | | (606) 439-0534 |
| District PO Review Coordinator Name | | | | | Telephone No. AC () |
| Tim Reynolds | | | (606) 439-0534 | | |



Community Meeting Analysis

Analysis of the Holmes Mill Community Meeting held on December 17, 2009 at the Holmes Mill KY Post Office.

Ten customers were in attendance.

Postal Concerns

1. **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.

2. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the post office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

3. **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.

4. **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 CBUs. 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 Evarts postmaster for more information.

5. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as post office box service that provide access to their mail earlier and throughout the day.

6. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Evarts Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Evarts postmaster.

7. **Concern:** Customer expressed a concern about having to complete an address change.

Response: Rural delivery customers will not experience any change in address. PO box customers that choose to receive their mail at the Closplint Post Office will continue to use their present address and add 1,000 to their current po box number. PO Box and rural delivery Customers will continue to use Holmes Mill KY 40843 as their last line delivery.

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

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

9. **Concern:** Customer expressed an interest in Centralized Box Units.

Response: If there are enough customers that are interested in this type of service and someone in the community is willing to make a space available for the installation of the CBU's the Postal Service will erect the boxes at no charge to the customers.

10. **Concern:** Customers expressed concern that postal employees at the Closplint 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 by the manager, post office operations.

Nonpostal Concerns

The following nonpostal concerns were expressed:

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

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

TIM REYNOLDS
KENTUCKIANA DISTRICT POST OFFICE REVIEW

 **UNITED STATES
POSTAL SERVICE**

December 29, 2009

Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992

SUBJECT: Holmes Mill, KY 40843 - DISCONTINUANCE – Analysis and Recommendation

Mr. Thompson

As you are aware, a study has been completed on the Holmes Mill for possible discontinuance. The reasons for the study were as follows:

1. Declining workload in mail volume. The office was downgraded from a level 11 office to an EPM 53 office when the intermediate rural route was pulled back into the administrative office Evarts.
2. An economic savings can be received by offering alternate service. Regular and effective service will be provided by a rural route emanating from Evarts KY.

Other factors for consideration

1. The Postmaster retired on May 24, 2007, and the office is currently being served by an officer in charge. In the event that the office is officially closed the PMR will be given opportunities to be reassigned to an associate office.
2. Revenue for the office for the office has declined: \$9,569 in FY 2009, \$17,127 in FY 2008 and \$12,755 in FY 2007.
3. Operational efficiencies can be obtained by offering alternate service.
4. Minimal workload at the post office. Average of 9 daily retail transactions, with less than 100 pieces of mail being delivered at the office daily.

The Holmes Mill Post Office served 38 post office box customers at the beginning of the study; the office is now serving 34 PO Box customers. The Holmes Mill post office is located 18 miles from the administrative Evarts Post Office and 5.5 miles from the Closplint Post Office.

In the event that the office is officially closed, customers will have the option of receiving their mail from rural route delivery emanating from the Evarts Post Office or from PO Box delivery service at the Closplint Post Office. The PO Boxes from Holmes Mill will be moved to Closplint. PO Box customers will add 1,000 to their current PO Box address and continue to use Holmes Mill KY 40843 as their last line of delivery.

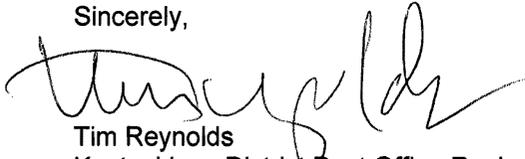
Approximately 60 customers received their mail on the rural route emanating from Evarts with last line Holmes Mill KY 40843, these customers will not experience any change in service with the exception of picking up accountables and packages that the carrier was unable to deliver at the Closplint Post Office.

100 questionnaires were mailed to Holmes Mill customers, 14 questionnaires were returned, 1 customer listed the new service as "better" or "Just as Good", 2 listed the service as "Worse" and 11 did not give an opinion.

A community meeting was held at the Holmes Mill Post Office on December 17, 2009. 10 customers attended the meeting. Customers mostly inquired about possible address changes. Customers made inquiries about a possible CBU to serve the community.

Based upon the fact that the Holmes Mill name and Zip code will be retained in the mailing addresses of the rural route and PO box customers, the fact that regular and effective services will be provided to the Holmes Mill customers by the rural route carrier that serves the area. I recommend that we proceed with the discontinuance study and post a proposal to officially close the Holmes Mill KY Post Office.

Sincerely,



Tim Reynolds
Kentuckiana District Post Office Review

PROPOSAL CHECKLIST

Section I Responsiveness to Community Postal Needs

- Tell what we are doing and why.
- Is reason for discontinuance justified and documented in the record?
- If suspended, tell the type of alternate service customers are now receiving.
- Reason for vacancy and information on postmaster/OIC.
- Number of customers, type of service they received, and will receive.
- Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- Last 3 fiscal years of revenue and revenue units.
- Decline in service workload/reduction in EAS level, if appropriate.
- Nearest post office, office level, miles away, hours of service, number of post office boxes available.
- Administrative/emanating office - office level, miles away, hours of service, number of post office boxes available.
- If the nearby/administrative post office has a different post office box fee schedule, this is stated in the proposal.
- Preproposal activities - questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and USPS responses.
- Community meeting. Number of customers who attended, customer concerns and USPS responses.
- Information on petitions and congressional inquiries included with USPS responses:
- Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and USPS responses.
- Advantages and disadvantages of proposed alternate service.
- Any other pertinent information concerning postal needs.

Section II Effect on the Community

- Brief background of area, community government, population, etc.
- Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- NO Was post office used as meeting place?
- NO Shelter for bus stop?
- NO Public bulletin board?
- YES Government forms?
- YES Assistance to senior citizens, persons with disabilities, etc.?



PROPOSAL CHECKLIST (Continued)

- Historical value of office?
- Address change?
- Community identity preserved?
- Growth trends (flat, up, down)?
- Any other nonpostal items identified.

Section III Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV Economic Savings

A statement of annual savings includes a breakdown as follows:

| | |
|------------------------------------------------|----------|
| Postmaster's salary (EAS: 53 Minimum, no COLA) | \$14,689 |
| Fringe benefits 33.5% | \$ 4,920 |
| Rental costs, excluding utilities | \$ 3,000 |
| Total annual costs | \$22,209 |
| Less estimated cost of replacement service | -\$ 0.00 |
| Total annual savings | \$22,609 |

A one-time expense of \$ NA will be/was incurred for installation of CBUs and parcel lockers.

- Is postmaster salary based on the minimum salary without COLA?
- Does postmaster salary reflect the current office evaluation?

Section V Other Factors

- The Postal Service has identified no other factors for consideration (if appropriate).
- List other factors as appropriate.
- Other factors when replacement service is a CPO.

Section VI Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

TIM REYNOLDS
Post Office Review Coordinator

December 29, 2009
Date

Reviewed and Certified By:

TIM REYNOLDS
District Post Office Review Coordinator

December 29, 2009
Date



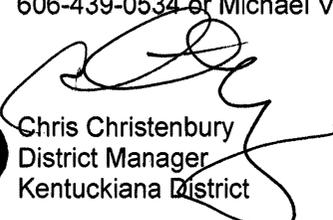
December 29, 2009

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA, S.W., ROOM 10804
WASHINGTON, DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the Holmes Mill Post Office
Docket No. 40843

This is to advise you that on January 11, 2010, I will post for public comment a proposal to close the Holmes Mill Post Office in Harlan County, 5th Congressional District.

If you have any questions, please call Tim Reynolds, Kentuckiana District Post Office Review Coordinator at 606-439-0534 or Michael V. Thompson, Manager, Post Office Operations at (859) 219-0625



Chris Christenbury
District Manager
Kentuckiana District

cc: Manager, Customer Service Operations

Enclosures: Form 4920
Proposal



January 11, 2010

OFFICER-IN-CHARGE
PO BOX 9998
HOLMES MILL KY 40843-9998

OFFICER-IN-CHARGE
PO BOX 9998
EVARTS, KY 40828-9998

POSTMASTER
PO BOX 9998
CLOSPLINT, KY 40927-9998

SUBJECT: Letter of Instructions Regarding Posting of
the Holmes Mill Proposal to Close
Docket No. 40843

Please post the enclosed proposal to close the Holmes Mill Post Office in the lobby. The proposal must be posted in a prominent place from January 11, 2010 through close of business on March 15, 2010. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in *Administrative Support Manual*, Section 352.6. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for a copy of the record.

An additional copy of the "proposal" and the "invitation for comments" has also been enclosed. These documents should also be round dated per the above instructions and placed in your vault. One copy posted in your lobby, one copy placed in your vault.

It is imperative that the "Proposal" and "Invitation for comments" are correctly round dated and posted.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (606) 439-0534 or on my cell phone at (606) 233-8057.

A handwritten signature in black ink, appearing to read "Tim Reynolds".

Tim Reynolds
Kentuckiana District
Post Office Review Coordinator

Enclosures: Proposal
Invitation for Comments
Comment Forms
Official Record



Date of Posting _____

Date of Removal _____

UNITED STATES POSTAL SERVICE
Invitation for Comments on the Proposal to Close
the Holmes Mill Post Office
and Continue to Provide
Rural Route Service

To the customers of the Holmes Mill Post Office:

The Postal Service is considering the closing of the Holmes Mill Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from January 11, 2010 through March 15, 2010 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information, favorable or unfavorable, regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Holmes Mill, Evarts and Closplint Post Offices. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

TIM REYNOLDS
KENTUCKIANA DISTRICT POST OFFICE REVIEW
PO BOX 1449
HAZARD KY 41702-1449

For more information you may call Tim Reynolds at 606-439-0534 or write to the above address.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read "Michael V. Thompson", with a long horizontal flourish extending to the right.

Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992

DATE OF POSTING: _____

DATE OF REMOVAL: _____

PROPOSAL TO CLOSE
THE
HOLMES MILL, KY
POST OFFICE
AND CONTINUE TO PROVIDE
RURAL ROUTE SERVICE

DOCKET NUMBER 40843

NOTICE

APPLICABLE LAW PROHIBITS ANY CUSTOMER OR POSTAL EMPLOYEE FROM MAKING CHANGES TO OR ADDING OR REMOVING PAGES FROM THIS OFFICIAL DOCUMENT, THE POSTING OF WHICH IS REQUIRED BY FEDERAL LAW. IF CHANGES ARE NECESSARY, PLEASE CONTACT THE FOLLOWING PERSON AND ADVISE WHAT CHANGES ARE NEEDED.

NAME: TIM REYNOLDS
ADDRESS: PO BOX 1449
HAZARD KY 41702-1449
TELEPHONE: 606-439-0534

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holmes Mill, KY Post Office and provide delivery and retail services by a rural route administered by the Evarts Post Office, located 18 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

The postmaster retired on May 24, 2007. A workload analysis conducted in September of 2009 indicated that customer usage and the workload at the Holmes Mill Post Office have declined. This decline indicates that maintaining the post office may not be warranted. Regular and effective service can be maintained by the rural route emanating from the Evarts Post Office and PO box service at the Closplint Post Office.

The Holmes Mill Post Office, an EPM -53 office provided service 24 hours a week from 12 to 4 p.m., Monday through Saturday to 38 Post Office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 9. Office receipts for the last three years were: \$9,560 (25 revenue units) in FY 2009, \$17,127 (47 revenue units) in FY 2008; and \$12,755 (37 revenue units) in FY 2007. There were no permit mailers and no postage meter customers.

When this proposal is implemented, customers will have the option of rural delivery emanating from the Evarts Post Office, an EAS-15 level office located 18 miles away. Window service hours are from 9 a.m. to 4 p.m., Monday through Friday, and 9:30 to 11:30 a.m. on Saturday. There are 234 Post Office boxes available. Or customers can obtain PO Box service at the Closplint Post Office located 5.5 miles away, Window service hours are from 8 a.m. to 4:15 p.m. Monday through Friday and from 11:30 a.m. to 2:15 p.m. on Saturday. There are 153 Post Office boxes available.

On December 17, 2009, representatives from the Postal Service were available at the Holmes Mill Post Office to answer questions and provide information to customers. 10 customers attended the meeting.

On November 27, 2009, 100 questionnaires were distributed to delivery customers of the Holmes Mill Post Office. Questionnaires were also available over the counter for retail customers at the Evarts and Holmes Mill Post Offices. 14 questionnaires were returned. 1 response was favorable, 2 unfavorable, and 11 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires or at the community meeting;

1. **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.

2. **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 Centralized Box Units. 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 Evarts postmaster for more information.

3. **Concern:** Customers expressed concern that a postal employee at the Holmes Mill Post Office was 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 by the manager, post office operations.

4. **Concern:** Customer expressed a concern about the number of businesses in the community that need access to Postal Services.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the Holmes Mill community via the rural carrier that serves the area or at the Closplint Post Office. There is no indication that the business community will be adversely affected.

5. **Concern:** Customer expressed a concern that since the people of your community paid taxes the post office should remain open.

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

6. **Concern:** Customers were concerned about the limited hours of operation at the post office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Holmes Mill Post Office workload analysis indicated that the office should be open 4 hours per day. The Closplint Post Office offers extended hours; open from 8 a.m. to 4:30 p.m., Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday.

7. **Concern:** Customer expressed a concern about inclement weather stating that poor road conditions might impede delivery.

Response: While it is true that both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. 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. Verification was made with the Officer in Charge at Evarts concerning the number of times that the rural carrier was unable to make deliveries in the Holmes Mill area in the past five years. They could not recall a time when deliveries in the area were missed due to inclement weather; this includes the recent snow storm of December 18, 2009 which devastated the area.

8. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on a porch or under a carport.

For carrier pick up of packages, customers can contact the Evarts Post Office, letting the carrier know that they have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

9. **Concern:** Customer expressed a concern about the security of mail.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the post office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

11. **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.

12. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as post office box service that provide access to their mail earlier and throughout the day.

13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Everts Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Everts postmaster.

14. **Concern:** Customer expressed a concern about having to complete an address change.

Response: Rural delivery customers will not experience any change in address. PO box customers that choose to receive their mail at the Closplint Post Office will continue to use their present address and add 1,000 to their current po box number. PO Box and rural delivery Customers will continue to use Holmes Mill KY 40843 as their last line delivery.

15. **Concern:** Customer expressed an interest in Centralized Box Units.

Response: If there are enough customers that are interested in this type of service and someone in the community is willing to make a space available for the installation of the CBU's the Postal Service will erect the boxes at no charge to the customers.

16. **Concern:** Customers expressed concern that a postal employee at the Closplint Post Office was 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 by the manager, post office operations.

17. **Concern:** Customers expressed concern that a postal employee at the Holmes Mill Post Office was 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 by the manager, post office operations.

Some advantages of a carrier service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the Post Office. *Stamps by Mail* order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

Some disadvantages to a carrier service proposal are:

1. The loss of a retail outlet and a postmaster position in the community.
2. Need to meet the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address.

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

II. EFFECT ON COMMUNITY

Holmes Mill is an unincorporated rural community located in Harlan County. The community is administered politically by the Harlan County Fiscal Court. Police protection is provided by the Harlan County Sheriff's Department and fire protection is provided by the Upper Clover Fork Volunteer Fire Department. The community is comprised of retired people, coal miners, loggers and those who commute to work at nearby communities and work in local businesses.

There are three religious institutions in the community. Businesses include: Clover Fork Family Resource Ctr, Saylor's Grocery, Jericol Mining Operations, and Loan Mt. Processing Mining Ops. Residents travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts Post Office. Government forms normally provided by the post office will also be available at the Evarts and Closplint Post Offices or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires or at the community meeting;

1. **Concern:** Customer expressed a concern about nonpostal services.

Response: Nonpostal services provided at the Holmes Mill Post Office will be available at the Evartsand Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Holmes Mill Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts Post office also has a public bulletin board which may be used to post the same information.

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

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and the ZIP Code will be retained in the mailing address. It will continue to be listed in the *National Five-Digit ZIP Code and Post Office Directory*.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on May 24, 2007. The noncareer postmaster relief (PMR) will be given opportunities for reassignment if the office is closed. No other postal employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$22,609 with a breakdown as follows:

| | |
|-----------------------------------------|----------------|
| Postmaster Salary (EAS-53, Minimum) | \$14,689 |
| Fringe Benefits @33.5% | 4,920 |
| Rental Costs, Excluding Utilities | <u>+ 3,000</u> |
| Total Annual Costs | 22,209 |
| Less Annual Cost of Replacement Service | <u>-\$0.00</u> |
| Total Annual Savings | \$22,609 |

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holmes Mill, KY Post Office and provide delivery and retail services by a rural route administered by the Evarts Post Office, located 18 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

The postmaster retired on May 24, 2007. A workload analysis conducted in September of 2009 indicated that customer usage and the workload at the Holmes Mill Post Office have declined. This decline indicates that maintaining the post office may not be warranted. Regular and effective service can be maintained by the rural route emanating from the Evarts Post Office and PO box service at the Closplint Post Office.

The Holmes Mill Post Office provided 24 hours of window service per week to 38 customers. Daily retail window transactions averaged 9. There were no permit mailers and no postage meter customers.

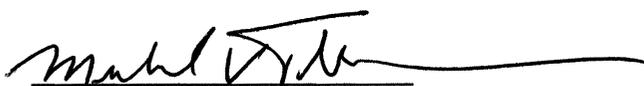
Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and the ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$22,609 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 proposal is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this proposal is based are available for public inspection at the Holmes Mill, Evarts and Closplint Post Offices during normal office hours.
- B. This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the Commission within 30 days of the posting of the final determination.



Michael V. Thompson
Manager, Post Office Operations

1/4/2010
Date

 UNITED STATES
POSTAL SERVICE

March 15, 2010

OFFICER IN CHARGE
PO BOX 9998
HOLMES MILL KY 40843-9998

OFFICER IN CHARGE
PO BOX 9998
EVARTS, KY 40828-9998

POSTMASTER
PO BOX 9998
CLOSPLINT, KY 40927-9998

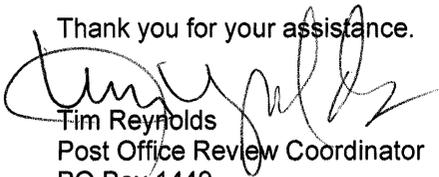
SUBJECT: Instructions for Posting the "Notice of Taking
Proposal and Comments Under Internal Consideration"

At the close of business on March 15, 2010 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date them upon removal and verify that the mandatory 60-day posting period was observed. Note: The posting must last at least 60 days and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

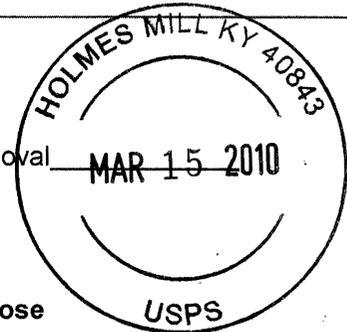
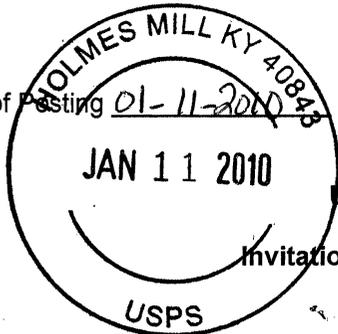

Tim Reynolds
Post Office Review Coordinator
PO Box 1449
Hazard KY 41702-1449
(606) 439-0534

Enclosure



Date of Posting 01-11-2010

Date of Removal MAR 15 2010



UNITED STATES POSTAL SERVICE

Invitation for Comments on the Proposal to Close

the Holmes Mill Post Office

and Continue to Provide

Rural Route Service

To the customers of the Holmes Mill Post Office:

The Postal Service is considering the closing of the Holmes Mill Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from January 11, 2010 through March 15, 2010 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information, favorable or unfavorable, regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Holmes Mill, Evarts and Closplint Post Offices. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

TIM REYNOLDS
KENTUCKIANA DISTRICT POST OFFICE REVIEW
PO BOX 1449
HAZARD KY 41702-1449

For more information you may call Tim Reynolds at 606-439-0534 or write to the above address.

Thank you for your assistance.

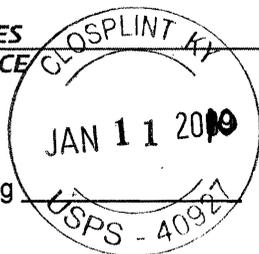
Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992

HOLMES MILL KY 40843
01-11-2010
DATE OF POSTING JAN 11 2010
USPS

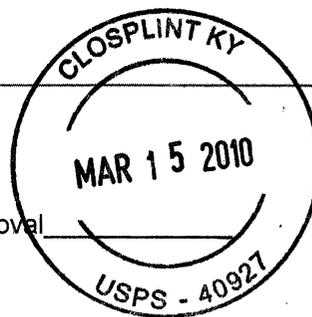
HOLMES MILL KY 40843
DATE OF REMOVAL: _____
MAR 15 2010
USPS

PROPOSAL TO CLOSE
THE
HOLMES MILL, KY
POST OFFICE
AND CONTINUE TO PROVIDE
RURAL ROUTE SERVICE

DOCKET NUMBER 40843



Date of Posting



Date of Removal

UNITED STATES POSTAL SERVICE

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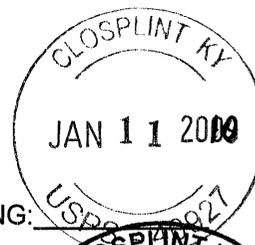
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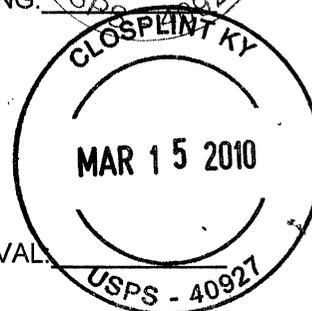
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Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



DATE OF POSTING:



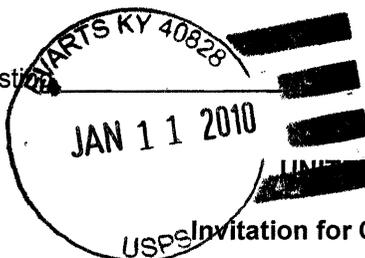
DATE OF REMOVAL:

PROPOSAL TO CLOSE
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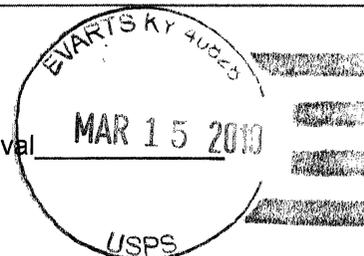
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Date of Removal



UNITED STATES POSTAL SERVICE

USPS Invitation for Comments on the Proposal to Close

the Holmes Mill Post Office

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Rural Route Service

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Please return the comment form to:

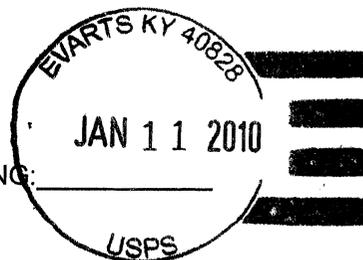
TIM REYNOLDS
KENTUCKIANA DISTRICT POST OFFICE REVIEW
PO BOX 1449
HAZARD KY 41702-1449

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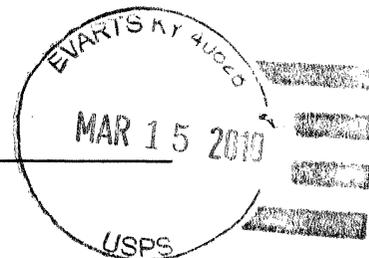
Thank you for your assistance.

Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992

DATE OF POSTING: _____



DATE OF REMOVAL: _____



PROPOSAL TO CLOSE
THE
HOLMES MILL, KY
POST OFFICE
AND CONTINUE TO PROVIDE
RURAL ROUTE SERVICE

DOCKET NUMBER 40843



**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date: March 15, 2010

Postal Customers of the Holmes Mill Post Office:

The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Holmes Mill Post Office, which was posted January 11, 2010 through March 15, 2010. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service; that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Holmes Mill Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, D.C.


Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992



April 9, 2010

HUFF SETTLEMENT BAPTIST CHURCH
PO BOX 36
HOLMES MILL KY 40843-0036

HUFF SETTLEMENT BAPTIST CHURCH,

In response to the Optional Comment Form that was returned to my office on March 16, 2010 wherein you stated several concerns, please see below responses.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Evarts postmaster for more information.

You expressed a concern about having to travel to another post office for service. 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. Money orders will be completed for the Holmes Mill Customers and mailed on the date received.

You expressed a concern about the Holmes Mill Community, that the loss of the local post office will be detrimental to the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve.

Thank You,

A handwritten signature in black ink, appearing to read "Tim Reynolds".

Tim Reynolds
Post Office Review

UNITED STATES
POSTAL SERVICE

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Holmes Mill Post Office.

- I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would make it difficult for the elderly in our community to purchase stamps, money orders and to mail packages if the need arose.

- II. **Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Whenever a community loses a valuable service the whole community suffers. No new businesses or families want to locate in an area without these services be they schools - post offices or whatever.

- III. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Huff Settlement Baptist Church Laguata Cloud, Clerk
Name of Postal Customer Signature of Postal Customer

P.O. Box 36
Mailing Address

Holmes Mill, Ky 40843
City, State, and ZIP Code

3-14-10
Date



March 26, 2010

ROSALEE STANTON
PO BOX 49
HOLMES MILL KY 40843-0049

Rosalee Stanton,

In response to the Optional Comment Form that was returned to my office on March 15, 2010 wherein you stated several concerns, please see below responses.

You expressed a concern about having to travel to another post office for service. 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.

You expressed a concern about accessing postal services. In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

You expressed a concern about senior citizens. 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 Centralized Box Units. 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 Everts postmaster for more information.

You stated that you would miss the special attention and assistance provided by the personnel at the Holmes Mill Post Office. Courteous and helpful service will be provided by personnel at the Closplint Post Office and from the carrier. Special assistance will be provided as needed.

You expressed a concern about the Holmes Mill Customers, that they should have a local post office. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

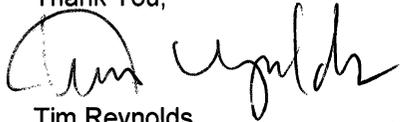
You expressed a concern about the loss of postal jobs. The Holmes Mill Officer in Charge will return to her regular assignment as a postmaster relief. The Postmaster Relief at the office will be given opportunities for reassignment at associate offices.

DOCKET NO 40843
ITEM NO 38
PAGE 4

You expressed a concern about the loss of the community's identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve.

Thank You,



Tim Reynolds
Post Office Review

UNITED STATES
POSTAL SERVICE

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Holmes Mill Post Office.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I live closer to Closplint Post office but I would rather drive 5 miles to Holmes mill Post office than use Closplint. There nicer to you at Holmes mill. my mom is 66 years old and she lives about 10 miles from Closplint Post office. ~~It~~ would make it very hard for her she only lives about 2 miles from Holmes Mill Post office.

II. **Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of jobs, more difficult for older people to get back + forth with no transportation you loose your Identity as a Community you lose help for that Community. It just is no more.. I not asking for you to keep Holmes mill Post office open. Im begging you ~~to~~ see it keep it open.

III. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I do not believe they should adopt the proposal because that's all we have in our Community we need it here. Its a good Community its all good post office we have nice and good people working here. please I ask Dont take all we have here from US. Just to save a dollar.. People our community is worth more than money.

Rosalee Stanton
Name of Postal Customer

Rosalee Stanton
Signature of Postal Customer

Po Box 49
Mailing Address

Holmos mill, Ky 40843
City, State, and ZIP Code

3-10-10
Date



March 26, 2010

DOVIE HAMBLIN
24977 HWY 38
HOLMES MILL KY 40843

Dovie Hamblin,

In response to the Optional Comment Form that was returned to my office on March 16, 2010 wherein you stated several concerns, please see below responses.

You expressed a concern about having to travel to another post office for service. 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. Money orders will be completed for the Holmes Mill Customers and mailed on the date received.

You expressed a concern about accessing postal services. In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

You expressed a concern about the Holmes Mill Customers, that they should have a local post office. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve.

Thank You,

A handwritten signature in black ink, appearing to read "Tim Reynolds".

Tim Reynolds
Post Office Review



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Holmes Mill Post Office.

- I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The postal service has been here for many years and people are depending on it to get their stamps, mail packages or whatever the postal service provides. The coal mines here need the post office also.

- II. **Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

There are people in our community that don't have transportation, they depend on the postal service to pay bills and get their money orders, also help in filling them out. The post office is all our community has left now and it should not be taken out.

- III. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We need our post office if only stays open a few hours each day, or one or two days a week.

Dorie Hamblin
Name of Postal Customer

Dorie Hamblin
Signature of Postal Customer

24977 Hwy 38
Mailing Address

Holmes Mill Ky 40843
City, State, and ZIP Code

3-10-2010
Date



March 25, 2010

JULIET CLARK
PO BOX 15
HOLMES MILL KY 40843-0015

Juliet Clark

In response to the Optional Comment Form that was returned to my office on March 11, 2010 wherein you stated several concerns, please see below responses.

You expressed a concern about having to travel to another post office for service. 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.

You expressed a concern about accessing postal services. In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve.

Thank You,

Tim Reynolds
Post Office Review



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Holmes Mill Post Office.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to travel to far to buy stamps and mail packages

II. **Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Lots of people don't have transportation to travel far to do business

III. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Juliet Clark

Name of Postal Customer

Juliet Clark

Signature of Postal Customer

P.O. Box 15

Mailing Address

Holmes Mill, Ky 40843

City, State, and ZIP Code

March 7, 2010

Date



March 25, 2010

JUDEL K CLARK
PO BOX 15
HOLMES MILL KY 40843-0015

Judel K Clark,

In response to the Optional Comment Form that was returned to my office on March 11, 2010 wherein you stated several concerns, please see below responses.

You expressed a concern about accessing postal services. In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

You expressed a concern that since the Holmes Mill Customers were U.S. Citizens that they should have a local post office. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

You expressed a concern about the loss of postal jobs. The Holmes Mill Officer in Charge will return to her regular assignment as a postmaster relief. The Postmaster Relief at the office will be given opportunities for reassignment at associate offices.

Please accept my assurances that Kentuckiana District postal officials will continue to monitor the level of service provided to our customers to ensure they continue to receive the high quality of service they expect and deserve.

Thank You,



Tim Reynolds
Post Office Review



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Holmes Mill Post Office.

- I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Many people in this area are unable to travel long distances to just get postal service. Due to the price of gas, and some are unable to drive, and some are elderly

- II. **Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It is going to be harder for me to do any postal service anywhere else because of an odd shift job. I don't have time to travel 15 miles out of my way. As a U.S. Citizen I think this is very wrong for taking our postal service out of our area!

- III. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This Post Office has been in the community over 25 to 30 years why take peoples jobs away

Judal K. Clark

Name of Postal Customer

Judal K. Clark

Signature of Postal Customer

PO Box 15

Mailing Address

Holmes Mill, Ky. 40843

City, State, and ZIP Code

3/9/10

Date

Analysis of 60-Day Posting Comments

A. Number of comments returned:

Favorable Comments: 0

Unfavorable Comments 5

No Opinion Expressed _____

Total Comments returned 5

The following concerns were expressed:

1. **Concern:** Customer expressed a concern about accessing postal services.

Response: In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

2. **Concern:** Customer expressed a concern that since the Holmes Mill Customers were U.S. Citizens that they should have a local post office.

Response: The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

3. **Concern:** Customer expressed a concern about the loss of postal jobs.

Response: The Holmes Mill Officer in Charge will return to her regular assignment as a postmaster relief. The Postmaster Relief at the office will be given opportunities for reassignment at associate offices.

4. **Concern:** Customer expressed a concern 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. Money orders will be completed for the Holmes Mill Customers and mailed on the date received.

5. **Concern:** Customer stated that they would miss the special attention and assistance provided by the personnel at the Holmes Mill Post Office.

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

6. **Concern:** Customer expressed a concern about the loss of the community's identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

7. **Concern:** Customer expressed a concern 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 Centralized Box Units. 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 Evarts postmaster for more information.

8. **Concern:** Customer expressed a concern about the Holmes Mill Community, that the loss of the local post office will be detrimental to the community.

Response: The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.



MEMO TO THE RECORD
APRIL 9, 2010

The proposal to close the Holmes Mill Post Office was posted with an invitation for public comments at the Holmes Mill, Evarts and Closplint Post Offices from January 11, 2010 through March 15, 2010. Five unfavorable comments were received. Due to the comments to the proposal to close the Holmes Mill Post Office a revised proposal will be created.

A handwritten signature in black ink, appearing to read "Tim Reynolds".

Tim Reynolds
Kentuckiana District
Post Office Review Coordinator

DATE OF POSTING: _____

DATE OF REMOVAL: _____

REVISED PROPOSAL TO CLOSE
THE
HOLMES MILL, KY
POST OFFICE
AND CONTINUE TO PROVIDE
RURAL ROUTE SERVICE

DOCKET NUMBER 40843

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Holmes Mill, KY Post Office and provide delivery and retail services by a rural route administered by the Evarts Post Office, located 18 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

The postmaster retired on May 24, 2007. A workload analysis conducted in September of 2009 indicated that customer usage and the workload at the Holmes Mill Post Office have declined. This decline indicates that maintaining the post office may not be warranted. Regular and effective service can be maintained by the rural route emanating from the Evarts Post Office and PO box service at the Closplint Post Office.

The Holmes Mill Post Office, an EPM -53 office provided service 24 hours a week from 12 to 4 p.m., Monday through Saturday to 38 Post Office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 9. Office receipts for the last three years were: \$9,560 (25 revenue units) in FY 2009, \$17,127 (47 revenue units) in FY 2008; and \$12,755 (37 revenue units) in FY 2007. There were no permit mailers and no postage meter customers.

When this proposal is implemented, customers will have the option of rural delivery emanating from the Evarts Post Office, an EAS-15 level office located 18 miles away. Window service hours are from 9 a.m. to 4 p.m., Monday through Friday, and 9:30 to 11:30 a.m. on Saturday. There are 234 Post Office boxes available. Or customers can obtain PO Box service at the Closplint Post Office located 5.5 miles away, Window service hours are from 8 a.m. to 4:15 p.m. Monday through Friday and from 11:30 a.m. to 2:15 p.m. on Saturday. There are 153 Post Office boxes available.

On December 17, 2009, representatives from the Postal Service were available at the Holmes Mill Post Office to answer questions and provide information to customers. 10 customers attended the meeting.

On November 27, 2009, 100 questionnaires were distributed to delivery customers of the Holmes Mill Post Office. Questionnaires were also available over the counter for retail customers at the Evarts and Holmes Mill Post Offices. 14 questionnaires were returned. 1 response was favorable, 2 unfavorable, and 11 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires or at the community meeting;

1. **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.

2. **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 Centralized Box Units. 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 Evarts postmaster for more information.

3. **Concern:** Customers expressed concern that a postal employee at the Holmes Mill Post Office was 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 by the manager, post office operations.

4. **Concern:** Customer expressed a concern about the number of businesses in the community that need access to Postal Services.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the Holmes Mill community via the rural carrier that serves the area or at the Closplint Post Office. There is no indication that the business community will be adversely affected.

5. **Concern:** Customer expressed a concern that since the people of your community paid taxes the post office should remain open.

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

6. **Concern:** Customers were concerned about the limited hours of operation at the post office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Holmes Mill Post Office workload analysis indicated that the office should be open 4 hours per day. The Closplint Post Office offers extended hours; open from 8 a.m. to 4:30 p.m., Monday through Friday and from 11:30 a.m. to 2:30 p.m. on Saturday.

7. **Concern:** Customer expressed a concern about inclement weather stating that poor road conditions might impede delivery.

Response: While it is true that both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. 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. Verification was made with the Officer in Charge at Evarts concerning the number of times that the rural carrier was unable to make deliveries in the Holmes Mill area in the past five years. They could not recall a time when deliveries in the area were missed due to inclement weather; this includes the recent snow storm of December 18, 2009 which devastated the area.

8. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on a porch or under a carport.

For carrier pick up of packages, customers can contact the Evarts Post Office, letting the carrier know that they have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

9. **Concern:** Customer expressed a concern about the security of mail.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If

insurance is desired, the value of the contents must be specified. The carrier will take the package to the post office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

11. **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.

12. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as post office box service that provide access to their mail earlier and throughout the day.

13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Evarts Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Evarts postmaster.

14. **Concern:** Customer expressed a concern about having to complete an address change.

Response: Rural delivery customers will not experience any change in address. PO box customers that choose to receive their mail at the Closplint Post Office will continue to use their present address and add 1,000 to their current po box number. PO Box and rural delivery Customers will continue to use Holmes Mill KY 40843 as their last line delivery.

15. **Concern:** Customer expressed an interest in Centralized Box Units.

Response: If there are enough customers that are interested in this type of service and someone in the community is willing to make a space available for the installation of the CBU's the Postal Service will erect the boxes at no charge to the customers.

16. **Concern:** Customers expressed concern that a postal employee at the Closplint Post Office was 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 by the manager, post office operations.

17. **Concern:** Customers expressed concern that a postal employee at the Holmes Mill Post Office was 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 by the manager, post office operations.

Some advantages of a carrier service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the Post Office. *Stamps by Mail* order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

Some disadvantages to a carrier service proposal are:

1. The loss of a retail outlet and a postmaster position in the community.
2. Need to meet the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address.

The proposal to close the Holmes Mill Post Office was posted with an invitation for public comments at the Holmes Mill, Evarts and Closplint Post Offices from January 11, 2010 through March 15, 2010. Five unfavorable comments were received. The following concerns were expressed on customer comment forms:

1. **Concern:** Customer expressed a concern about accessing postal services.

Response: In addition to the recommended alternate service; which will be rural delivery, customers may also receive services at the Closplint Post Office located 5.5 miles away. Furthermore, it should be noted that that the Postal Service has developed a number of convenient offerings that can save our customers a trip to the Post Office. For example, customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers also can place their mail on hold and file a change-of-address order by calling 1-800-ASK-USPS or visiting www.usps.com.

2. **Concern:** Customer expressed a concern that since the Holmes Mill Customers were U.S. Citizens that they should have a local post office.

Response: The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

3. **Concern:** Customer expressed a concern about the loss of postal jobs.

Response: The Holmes Mill Officer in Charge will return to her regular assignment as a postmaster relief. The Postmaster Relief at the office will be given opportunities for reassignment at associate offices.

4. **Concern:** Customer expressed a concern 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. Money orders will be completed for the Holmes Mill Customers and mailed on the date received.

5. **Concern:** Customer stated that they would miss the special attention and assistance provided by the personnel at the Holmes Mill Post Office.

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

6. **Concern:** Customer expressed a concern about the loss of the community's identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

7. **Concern:** Customer expressed a concern 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 Centralized Box Units. 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 Evarts postmaster for more information.

8. **Concern:** Customer expressed a concern about the Holmes Mill Community, that the loss of the local post office will be detrimental to the community.

Response: The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth. The Postal Service is required to provide customers with regular and effective service. This can be done via the rural carrier that serves the community. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

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

II. EFFECT ON COMMUNITY

Holmes Mill is an unincorporated rural community located in Harlan County. The community is administered politically by the Harlan County Fiscal Court. Police protection is provided by the Harlan County Sheriff's Department and fire protection is provided by the Upper Clover Fork Volunteer Fire Department. The community is comprised of retired people, coal miners, loggers and those who commute to work at nearby communities and work in local businesses.

There are three religious institutions in the community. Businesses include: Clover Fork Family Resource Ctr, Saylor's Grocery, Jericol Mining Operations, and Loan Mt. Processing Mining Ops. Residents travel to nearby communities for other supplies and services.

Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts Post Office. Government forms normally provided by the post office will also be available at the Evarts and Closplint Post Offices or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires or at the community meeting;

1. **Concern:** Customer expressed a concern about nonpostal services.

Response: Nonpostal services provided at the Holmes Mill Post Office will be available at the Evarts and Closplint Post Offices. Government forms normally provided by the post office will also be available at the Evarts Post Office or by contacting your local government agency.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Holmes Mill Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Evarts Post office also has a public bulletin board which may be used to post the same information.

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

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and the ZIP Code will be retained in the mailing address. It will continue to be listed in the *National Five-Digit ZIP Code and Post Office Directory*.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on May 24, 2007. The noncareer postmaster relief (PMR) will be given opportunities for reassignment if the office is closed. No other postal employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$22,609 with a breakdown as follows:

| | |
|-----------------------------------------|---------------------|
| Postmaster Salary (EAS-53, Minimum) | \$14,689 |
| Fringe Benefits @33.5% | 4,920 |
| Rental Costs, Excluding Utilities | + 3,000 |
| Total Annual Costs | 22,209 |
| Less Annual Cost of Replacement Service | - <u>\$0.00</u> |
| Total Annual Savings | \$22,609 |

Handwritten calculations:

$$\begin{array}{r} 15013.00 \\ 5029.00 \\ 3000.00 \\ \hline 23042.00 \\ 2000.00 \\ \hline 21042.00 \end{array}$$

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Holmes Mill, KY Post Office and provide delivery and retail services by a rural route administered by the Evarts Post Office, located 18 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

The postmaster retired on May 24, 2007. A workload analysis conducted in September of 2009 indicated that customer usage and the workload at the Holmes Mill Post Office have declined. This decline indicates that maintaining the post office may not be warranted. Regular and effective service can be maintained by the rural route emanating from the Evarts Post Office and PO box service at the Closplint Post Office.

The Holmes Mill Post Office provided 24 hours of window service per week to 38 customers. Daily retail window transactions averaged 9. There were no permit mailers and no postage meter customers.

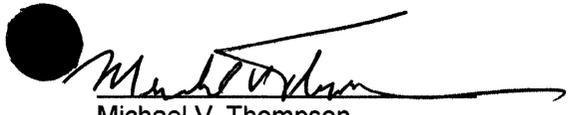
Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and the ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$22,609 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 proposal is warranted.

VII. NOTICES

- A. Support Materials.** Copies of all materials upon which this proposal is based are available for public inspection at the Holmes Mill, Evarts and Closplint Post Offices during normal office hours.
- B.** This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the Commission within 30 days of the posting of the final determination.



Michael V. Thompson
Manager, Post Office Operations

4/20/2010
Date



April 19, 2010

James W. Kiser
Kentuckiana District Manager (A)
PO Box 31000
Louisville KY 40231-1000

SUBJECT: Official Record
Holmes Mill KY 40843-9998 Post Office
Manager Post Office Operations Certification

Enclosed is the original and one copy of the official record concerning the closing of the Holmes Mill KY Post Office.

Following your review, please retain the original record for district files and forward the copy with original photographs to the Vice President Delivery and Post Office Operations at Headquarters with the attached cover memo.

A completed proposal checklist is included in the record.

A handwritten signature in black ink, appearing to read "M. V. Thompson", written over a horizontal line.

Michael V. Thompson
Manager, Post Office Operations
1088 Nandino Blvd
Lexington KY 40511-9992

Enclosures



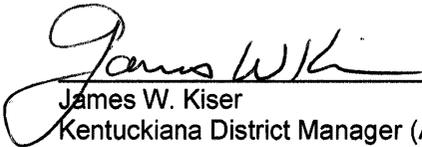
April 19, 2010

MEMO TO THE RECORD

SUBJECT:

Holmes Mill, KY 40843-9998 Post Office
Certification of the Record

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.


James W. Kiser
Kentuckiana District Manager (A)

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: Holmes Mill, KY 40843-9998

EAS Level: 53

District: KENTUCKIANA

County: Harlan

Congressional District: 5th

Proposal: Close Consolidate

Reason For Proposal: Regular and effective service can be provided by the rural carrier that serves the community

Alternate Service Proposed: rural route

Customers Affected:

Post office box: 38

General Delivery: _____

Rural route: _____

Highway contract route (HCR): _____

City Route: _____

Intermediate rural: _____

Intermediate HCR: _____

Total number of customers: 38

| Date: | Action: |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Office suspended. Reason suspended: |
| | Suspension notice sent to Headquarters. |
| May 24, 2007 | Postmaster vacancy occurred. Reason: Retirement |
| | OIC: Career: _____ Noncareer _____ Other Employees: _____ |
| June 22, 2009 | District manager authorization to study. |
| November 27, 2010 | Questionnaires sent to customers. Number sent: <u>100</u> Number Returned <u>14</u> Analysis: Favorable <u>1</u> Unfavorable <u>2</u> No Opinion <u>11</u> . |
| December 17, 2009 | Community meeting. Number attended: <u>10</u> |
| | Petition received. Number of signatures: _____ Concerns expressed: |
| | Congressional inquiry received: Concerns expressed: |
| December 29, 2009 | Proposal and checklist sent to district for review. |
| December 29, 2009 | Government Relations and Retail Operations notified by district 10 days before the 60-day posting (Form 4920 attached). |

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

| | |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| January 11, 2010 | Proposal and invitation for comments posted and round-dated. |
| March 15, 2010 | Proposal and invitation for comments removed and round-dated. Comment analysis: Favorable <u>0</u> Unfavorable <u>5</u> No Opinion _____ Total <u>5</u> |
| | Revised proposal posting (if necessary). |
| | Revised proposal removal (if necessary). Comment analysis: Favorable _____ Unfavorable _____ No Opinion _____ Total _____ |
| | Premature PRC appeal received. Concerns expressed: |
| | Coordinator verified CPO offeror(s) is still interested. |
| | Updated 4920 completed (if necessary). |
| April 19, 2010 | Certification of the official record. |
| April 20, 2010 | District transmittal of official record to Vice President, Delivery and Retail and copy of transmittal letter to Vice President, Area Operations. |
| | Headquarters logged in official record (option entry). |
| | Record returned to district for additional consideration. |
| | Record returned to Vice President, Delivery and Retail after district additional consideration. |
| | Record returned as not warranted. |
| | Final determination posted at affected office(s) and round-dated. |
| | Final determination removed and round-dated. |
| | Postal Bulletin post office change announcement form sent to Headquarters. |
| | No appeals letter received from Headquarters. |
| | Appeal to PRC received. |
| | PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____ |
| | Address management systems notified to updated AMS report. |
| | Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____ |

Review Coordinator/person most familiar with the case: TIM REYNOLDS

Title: District Post Office Review Coordinator Telephone Number: (606) 439-0534

TIM REYNOLDS
 District Post Office Review Coordinator

(606) 439-0534
 Telephone Number



April 20, 2010

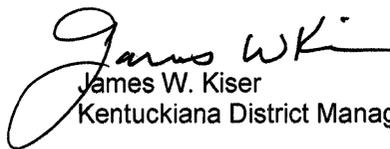
VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
ATTN: DEAN GRANHOLM
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA, ROOM 5621
WASHINGTON, DC 20260-5621

SUBJECT: OFFICIAL RECORD
Holmes Mill KY, 40843-9998

Enclosed for your review and approval is the official record to discontinue the Holmes Mill KY Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered, contain docket and item numbers on each page, and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this post office discontinuance to Tim Reynolds, Post Office Review Coordinator, at (606) 439-0534 or Manager Post Office Operations, Michael V. Thompson at (859) 219-0625.


James W. Kiser
Kentuckiana District Manager (A)

Enclosures: One copy of record
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, Eastern Area (no enclosures)



Headquarters Acknowledgment of Receipt of Official Record

The official record to close the Holmes Mill KY 40843-9998 Post Office was received by Headquarters on _____.

Please contact the headquarters coordinator at (202) 268-5083 for additional information regarding its status.

475 L'Enfant Plaza SW Room 5621
Washington DC 20260-5621

Enclosure: (self-addressed envelope)

Routing Slip

| To | Dept., Office or Room No. | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Dean J. Granholm | | <input type="checkbox"/> Approval <input type="checkbox"/> Signature <input type="checkbox"/> Comment <input type="checkbox"/> See Me <input type="checkbox"/> As Requested <input type="checkbox"/> Information <input type="checkbox"/> Read and Return <input type="checkbox"/> Read and File <input type="checkbox"/> Necessary Action <input type="checkbox"/> Investigate <input type="checkbox"/> Recommendation <input type="checkbox"/> Prepare Reply |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| 6. | | |
| From: Richard Rudez <div style="text-align: center; margin-left: 150px;"> <i>RR</i> <i>10/12/10</i> </div> | | Extension <hr/> Room No. 6806 |
| Date: _____ | | |
| Remarks POST OFFICE: Holmes Mill, KY Post Office DOCKET NO: 40843 DISPOSITION: Warranted PROPOSAL: Close REPLACEMENT SERVICE: Rural Route Delivery to Roadside Mailboxes EMERGENCY SUSPENSION: YES () NO (X) DATE OF SUSPENSION: N/A CASE REVIEWER: Herb Swan HQ REVIEWER: Richard Rudez | | |

CSO:RRudez:6806:trs:Holmes Mill, KY 20260-6806

bcc: Angie Burns, Manager Business Service Network Integration (with attachments)
Christine Ray, Manager, Retail Service Network Access & Innovation (with attachments)
Kim Weaver, Manager, Government Liaison

Herb Swan (w/attachments)
U.S. Postal Service
1100 South Pine
Norfolk, NE 68701-9201

CSO:RRudez:6806:hrs:Holmes Mill, KY:20260-6806

bcc: RFile,SFile-Holmes Mill, KY 40843-9998

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

1. Date Prepared
 December 17, 2009

| | | | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------|---------------------|------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|------------------------------------|--|
| 2. Post Office Name Holmes Mill | | | | 3. State and ZIP + 4 Code KY 40843-9998 | | | | | | | |
| 4. District Kentuckiana | | | 5. County Harlan | | | 6. Congressional District 5th | | | | | |
| 7. Reason for Proposal to Discontinue Declining workload, regular and effective service can be provided by rural delivery | | | | 8. Post Office Emergency Suspended (Reason and Date) | | | 9. Proposed Permanent Alternate Service rural route delivery from Evarts and PO Box delivery from Closplint KY | | | | |
| 10. Staffing | | | | 11. Hours of Service | | | | | | | |
| a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason & Date: Postmaster retired May 24, 2007, pmr will be given opportunities for reassignment | | | | a. Time M-F 12 to 4 p.m. | | Sat. 12 to 4 p.m. | | Total window hours per week ↓ 24 | | | |
| b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Noncareer | | | | b. Lobby Time M-F 12 to 4 p.m. | | Sat. 12 to 4 p.m. | | 24 | | | |
| c. Current PM Position Level EAS- Downgraded from EAS- | | | | | | | | | | | |
| d. No. of Clerks | | No. of Career | | No. of Noncareer | | | | | | | |
| e. No. of Others | | No. of Career | | No. of Noncareer 1 pmr | | | | | | | |
| 12. Number of Customers Served | | | | 13. Daily Volume (Pieces) | | | | | | | |
| a. General Delivery | | | | Types of Mail | | Received | | Dispatched | | | |
| b. P. O. Box | | | | a. Letters | | 61 | | 12 | | | |
| c. City Delivery | | | | b. Newspapers | | 18 | | 1 | | | |
| d. Rural Delivery/Intermediate Rural Delivery | | | | c. Parcels | | 2 | | 1 | | | |
| e. Highway Contract Route/Intermediate HCR | | | | d. Other | | 1 | | 1 | | | |
| f. Total → | | | | e. Total → | | 82 | | 15 | | | |
| g. No. Receiving Duplicate Service | | | | Unknown | | f. No. of Postage Meters | | 0 | | | |
| h. Average No. Daily Transactions | | | | 9 | | g. No. of Permits | | 0 | | | |
| 14. Finances | | a. Revenue | | Receipts | | Rev Units | | b. EAS-minimum PM Basic Salary | | c. PM Fringe Benefits (33.5% of b) | |
| | | FY 2009 | | \$ 9,569 | | 25 | | \$14,689 | | \$4,920 | |
| | | FY 2008 | | \$17,127 | | 47 | | \$0.00 | | | |
| | | FY 2007 | | \$12,755 | | 37 | | Total savings=\$22,609 | | | |
| 15a. Quarters | | | | | | | | | | | |
| <input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (If Leased, Expiration Date) _____ Annual Lease \$ <u>3,000</u> | | | | | | | | | | | |
| 30 Day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, must vacate by) _____ (Date) | | | | | | | | | | | |
| Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | | | | | | | | | |
| 15b. Explain: | | | | | | | | | | | |
| 16. Schools, Religious Institutions and Social Organizations in Service Area. Names: _____ No. _____ <u>Huff Settlement Baptist Cloverfork Missionary Baptist, Holmes Mill Pentecostal Holiness</u> | | | | | | 18. Administrative/Emanating Office (Proposed) Finance Number: <u>20-2608</u> city delivery <input type="checkbox"/> noncity delivery <input checked="" type="checkbox"/> Name <u>Evarts</u> EAS level <u>15</u> Miles Away <u>18</u> Window Service Hours: M-F <u>9 a.m. - 4 p.m.</u> Sat. <u>9:30 - 11:30 a.m.</u> Lunch <u>12:30-1:30 p.m.</u> Lobby Hours: M-F <u>24 hour</u> Sat. <u>24 hour</u> PO Boxes Installed <u>1090</u> PO Boxes Unused <u>234</u> | | | | | |
| 17. Businesses and local Government Offices in Service Area Names: _____ No. _____ <u>Clover Fork Family Resource Ctr, Saylor's Grocery, Jericol Mining Operations, Loan Mt. Processing Mining OPs</u> | | | | | | 19. Nearest Post Office (If different from above) Name <u>Closplint</u> EAS level <u>11</u> Miles Away <u>5.5</u> Window Service Hours: M-F <u>8 a.m. to 4:15 p.m.</u> Sat. <u>11:30 a.m. - 2:15 p.m.</u> Lunch <u>11-11:30 a.m.</u> Lobby Hours: M-F <u>8 a.m. - 4:30 p.m.</u> Sat. <u>11:30 a.m. - 2:30 p.m.</u> PO Boxes Installed <u>235</u> PO Boxes Unused <u>153</u> | | | | | |
| 20. Prepared By | | | | | | | | | | | |
| Printed Name and Title Tim Reynolds Kentuckiana District Post Office Review Coordinator | | | | | | Signature →  | | | Telephone No. AC) (606) 439-0534 | | |
| Printed PO Review Coordinator Name Tim Reynolds | | | | Telephone No. AC () (606) 439-0534 | | | | | | | |

DEAN J. GRANHOLM
VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS



DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
KENTUCKIANA DISTRICT
P O BOX 31000
LOUISVILLE, KY 40231-1000

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Holmes Mill, KY 40843-9998

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

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

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

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

APPEAL

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

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

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

OFFICIAL RECORD

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

If further assistance is needed, please contact Richard Rudez at (202) 268-5062.

Thank you for your assistance.



Dean J. Granholm

Attachments

cc: Vice President, Area Operations, Eastern Area
Vice President, Government Relations & Public Affairs
Vice President, Retail Products and Services
Vice President, Facilities
Headquarters Library
Headquarters Historian

DATE OF POSTING: _____

DATE OF REMOVAL: _____

FINAL DETERMINATION TO CLOSE
THE HOLMES MILL, KY POST OFFICE
AND EXTEND
RURAL ROUTE SERVICE

DOCKET NUMBER 40843

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Holmes Mill, KY Post Office located at 23534 Highway 38 and provide delivery and retail services by a rural route administered by the Evarts, KY Post Office, located 18 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

The postmaster retired on May 24, 2007. A noncareer employee from the local office was installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The office qualifies for 24 hours of service weekly to 34 post office box customers. Workload at the Holmes Mill Post Office is minimal with an average of nine daily transactions accounting for approximately ten minutes of retail workload. With the minimal workload the Postal Service feels that effective and regular service will continue to be provided through rural route delivery.

The Holmes Mill Post Office, an EAS-C level, provides service 24 hours a week from 12 to 4 p.m., Monday through Saturday to 34 post office box customers. Retail services include 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. Daily retail window transactions average nine. Office receipts for the last three years were: \$12,755.00 (37 revenue units) in FY-2007; \$17,127.00 (47 revenue units) in FY-2008; and \$9,569.00 (25 revenue units) in FY-2009. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by rural route delivery emanating from the Evarts Post Office, an EAS-15 level office, located 18 miles away. Window service hours at Evarts are from 9 a.m. to 12:30 p.m. and 1:30 to 4 p.m., Monday through Friday, and 9:30 to 11:30 a.m. on Saturday. There are approximately 200 post office boxes available.

Retail service is also available at the Closplint Post Office, an EAS-11 level office, located 5.5 miles away. Window service hours at Closplint are from 8 to 11 a.m. and 11:30 a.m. to 4:15 p.m., Monday through Friday and 11:30 a.m. to 2:15 p.m. on Saturday. There are approximately 150 post office boxes available.

On November 27, 2009 questionnaires were distributed to delivery customers of the Holmes Mill Post Office. Questionnaires were also available over the counter for retail customers at Holmes Mill. Fourteen questionnaires were returned. One response was favorable, two unfavorable, and eleven expressed no opinion regarding the proposed alternate service.

On December 17, 2009, representatives from the Postal Service were available at Holmes Mill to answer questions and provide information to customers. Ten customers attended the meeting.

The following postal concerns were expressed on the returned questionnaires and at the community meeting:

1. **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.

2. **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. 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 Evarts Postmaster for more information.

3. **Concern:** Customers expressed concern that postal employees at the Holmes Mill, Evarts and Closplint Post Offices 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 manager, post office operations.

4. **Concern:** Customers were concerned about the limited hours of operation at the post office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office qualifies for 24 hours of service per week. Carrier service will provide 24-hour access to the mail.

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Holmes Mill Post Office.

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

6. **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.

7. **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 Evarts Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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

Response: Verification with the Postal Inspection Service and local law enforcement officials revealed no recent reports of mail theft or vandalism in the area. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

9. **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.

10. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

11. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to a post office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Evarts Postmaster.

12. **Concern:** Customers were concerned about a change of address.

Response: Rural delivery customers will not have a change of address. Post office box customers who choose rural delivery will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Post office box customer's who move their post office box to Closplint will continue to use their same address, but will have to add a 1000 to their current post office box number. 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.

13. **Concern:** A customer expressed interest in delivery to a Centralized Box Unit (CBU).
- Response:** The Postal Service will certainly entertain that mode of delivery if enough customers are interested in this type of delivery and if the community has safe place to put the CBU.
14. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the package is under 13 ounces and the postage is fully prepaid. Just estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the post office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders can be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will no longer have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the community and a postmaster position in the community.
2. Meeting the carrier at the mailbox to transact business.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address.

The proposal to close the Holmes Mill Post Office was posted with an invitation for public comment at the Holmes Mill, Ewart and Closplint Post Offices from January 11, 2010 through March 15, 2010. Five comments were received: all five unfavorable. The following additional concerns were expressed on customer comment forms and have not previously been identified in this final determination:

1. **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 vacancy 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.

2. **Concern:** Customers felt the route should emanate from Closplint because that office is closer.

Response: The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided.

3. **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. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates annual savings of \$21,042.00.

4. **Concern:** Customers were concerned that many elderly in the community do not have transportation.

Response: The Postal Service has developed a number of convenient offerings that can save our customers a trip to the post office. Customers can buy stamps on line through our website at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail. Customers can also access postal services at the neighboring offices when they do travel to do other business needs.

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

II. EFFECT ON COMMUNITY

Holmes Mill is an unincorporated rural community located in Harlan County. The community is administered politically by the Harlan County Fiscal Court. Police protection is provided by the Harlan County Sheriff's Department. Fire protection is provided by the Upper Clover Fork Volunteer Fire Department. The community is comprised of retired people, farmers, and those who commute to work at nearby communities and work in local businesses.

The Huff Settlement Baptist Church, Clover Fork Missionary Baptist Church and Holmes Mill Pentecostal Holiness Church are located in the community. Businesses include: Clover Fork Family Resource Center, Saylor's Grocery, Jericol Mining Operations and Loan Mt. Processing Mining Operations. Residents travel to nearby communities for other supplies and services.

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

The following nonpostal concerns were expressed on the returned questionnaires and at the community meeting:

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

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Holmes Mill name and ZIP Code in addresses.

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

Response: Businesses generally require regular and effective postal services, and these will always be provided to the Holmes Mill community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

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

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

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

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

5. **Concern:** Customers were concerned about loss of employment in the community.

Response: The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. The noncareer OIC from the local office will have an opportunity to be reassigned to a nearby office.

6. **Concern:** A customer stated they are U. S citizens and should have a post office.

Response: The fact that customer's are U.S. citizens has no bearing on its requirements for postal services. The Postal Service is mandated to provide effective and regular service to the community and we feel that this service will continue to be provided through rural delivery service.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on May 24, 2007. The noncareer OIC/postmaster relief (PMR) will be given an opportunity to be reassigned to a nearby office. No other postal employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$21,042.00 with a breakdown as follows:

| | |
|--------------------------------------|-------------|
| Postmaster's Salary (EAS-C, Minimum) | \$15,013.00 |
| Fringe Benefits @33.5% | 5,029.00 |
| Rental Costs, Excluding Utilities | + 3,000.00 |
| Total Annual Costs | \$23,042.00 |
| Less Cost of Replacement Service | -2,000.00 |
| Total Annual Savings | \$21,042.00 |

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Holmes Mill Post Office and provide delivery and retail services by a rural route administered by the Evarts Post Office, located 18 miles away.

The postmaster retired on May 24, 2007. The noncareer OIC/PMR will be given an opportunity to be reassigned to a nearby office. No other employee will be adversely affected. Post office workload is minimal and effective and regular service will continue to be provided through rural route delivery service.

The Holmes Mill Post Office provides 24 hours of window service per week to 34 customers. Daily retail window transactions average nine. There are 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. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$21,042.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

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

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Holmes Mill, Evarts and Closplint Post Offices during normal office hours.
- B. **Appeal Rights.** This final determination to close the Holmes Mill Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Avenue NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination, is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at the Holmes Mill, Evarts and Closplint Post Offices during normal office hours.


Dean J. Granholm
Vice President
Delivery and Post Office Operations

10/12/10

Date

HOLMES MILL KY 40843
NOV 08 2010
DATE OF POSTING: *Nov 8 2010*

HOLMES MILL KY 40843
USPS
DEC 10 2010
DATE OF REMOVAL: *Dec. 10 2010*
USPS

FINAL DETERMINATION TO CLOSE
THE HOLMES MILL, KY POST OFFICE
AND EXTEND
RURAL ROUTE SERVICE

DOCKET NUMBER 40843

DATE OF POSTING: _____



DATE OF REMOVAL: _____



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THE HOLMES MILL, KY POST OFFICE
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