Official records
UNITED STATES POSTAL SERVICE

Docket# 12209

Official Record Index
Delaware Station, New York 12209-9998

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	07/08/09
2.	PS Form 4920	07/15/09
3.	Delivery Statistics Zip Code Summary	06/18/09
4.	Local Post Office Locations	07/07/09
5.	ZIP Code Demographic Report	07/10/09
6.	WOS Reports	07/10/09
7.	Facilities Database System Information-Real Estate	07/13/09
8.	Letter to Station Manager-Requesting PO Box Information	07/16/09
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10.	Customer Service Variance	07/21/09
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19.	Memo to VP NE Area, Mgr. NE Area, Mgr. Windsor Facilities	08/31/09
20.	E-Mail Maureen Marion Albany Times Union Article	08/11/09
21.	E-Mail Maureen Marion Delaware Area Neighborhood Association	08/12/09

UNITED STATES POSTAL SERVICE

Item No.	Description	Date Entered into Record
22.	Albany District Newsbreak	09/02/09
23.	E-Mail Maureen Marion er: customer letter	09/08/09
24.	Letter to Postal Inspectors-Vandalism Reports	09/30/09
25.	Letter to PO Box Customers	no date
26.	Maps and Photographs	10/29/09
27.	39 US Code Section 101	11/01/09
28.	WOS Reports	11/02/09
29.	CSN Residential/Small Business NPA Index Trend Report	11/02/09
30.	Maps within 10 Mile Radius of Delaware Station	11/03/09
31.	Article Albany Times Union Newspaper	11/04/09
32.	Community Meeting Roster	11/04/09
33.	Petition From Delaware Station Customers	11/04/09
34.	E-Mail Maureen Marion re: Community Meeting	11/05/09
35.	Classified Station and Branch Checklist	11/24/09
36.	Community Survey Sheet	11/24/09
37.	Alternate Service Cost Analysis	11/24/09
38.	Return on Investment Worksheet	11/24/09
39.	Community Meeting Analysis	11/24/09
40.	Letters to Customers on Community Meeting	11/24/09
41.	Wait Time in Line Data	11/24/09
42.	FY 09 TOE Data	11/24/09
43.	Proposal	11/24/09
44.	Transittal to Vice President, Delivery and Post Office Operations, From District Manager, Customer Service and Sales	11/24/09

ALBANY DISTRICT
UNITED STATES POSTAL SERVICE

July 7, 2009

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EDWARD F PHELAN JR.
ALBANY DISTRICT MANAGER
CUSTOMER SERVICES

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION

I request your authorization to investigate a possible change in postal services for the following office in the 21st Congressional District.

Post Office Name:	Albany Delaware Station
ZIP+4 Code:	12209-9998
EAS Level:	24
Finance Number:	[redacted]
County:	**Albany**

Number of Customers:

Post Office Box	154
General Delivery	
Rural Route (RR)	
Highway Contract Route (HCR)	
Intermediate RR	
Intermediate HCR	
City Delivery	
Total Customers	154

The review of the above classified station or branch is in conjunction with the station and branch optimization initiative.

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

Prepared by:

[redacted]

District Post Office Review Coordinator

07-07-2009
Date

Nadine Tremblay
District Post Office Review Coordinator
Albany NY 12288-9311

Approval to Study for Discontinuance:

[redacted]

District Manager, Customer Service and Sales

7/8/09
Date

[redacted]

ZIP CODE: 12209
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U. S. Postal Service
POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date: 7/15/

2. Post Office Name: Delaware

3. State and ZIP + 4 Code: NY - 12209-9998

4. District: Albany

5. County: Albany

6. Congressional Dist: 21

7. Reason for Proposal to Discontinue: The review of the above clasified station or branch is in conjunction with the

8. Post Office Emergency Suspended (Reason and Date): 1
- Unsuitable current Postal facility
- No suitable quarters in community for Post Office
- Safety hazard - unsuitable health conditions
- Disaster

9. Proposed Permanent Service:
- Rural Route Delivery
- Highway Contract Route
- City delivery
- P.O. Box Rental

10. Staffing

a. ○ PM Occupied ◉ PM Vacancy Reason & Date: 10/01/2009 1 Other - describe below

b. ○ OIC ○ Career ○ Noncareer

c. Current PM Position Level EAS: 24 Downgraded from EAS:

d. No. of Clerks: 1 No. of Career: No. of Noncareer: 1

e. No. of Others: No. of Career: No. of Noncareer:

11. Hours of Service

	a. Time M-F	Sat.
	08:45 AM-01:00 PM,	09:00 AM-12:00 PI
b. Lobby Time M-F	08:45 AM-01:00 PM,	09:00 AM-12:00 PI

12. Number of Customers Served

a. General Delivery	
b. P. O. Box	154
c. City Delivery	
d. Rural Delivery	
e. Highway Contract Route	
f. Intermediate Rural Delivery	
g. Intermediate HCR	
h. Total →	154
i. No. Receiving Duplicate Service	
j. Average No. Daily Transactions	

13. Daily Volume (Pieces)

Types of Mail	Received
a. Letters	
b. Newspapers	
c. Parcels	
d. Other	
e. Total →	
f. No. of Postage Meters	
g. No. of Permits	

14. Finances

	a. Revenue	Receipts	b. EAS-minimum PM Basic Salary	c. PM Fringe Ber
	FY 2006	$ [redacted]	$ 59186	$ 19827.98
	FY 2007	$ [redacted]		
	FY 2008	$ [redacted]		

15a. Quarters

○ Postal Owned ○ Leased (*If Leased, Expiration Date*) 8/1/2011 1 Annual Lease $ 13900

30 Day cancellation clause? ○ Yes ○ No Evicted? ○ Yes ○ No (*If Yes, must vacate by*) (Date) 1

Located in: ○ Business ○ Home ◉ Other Suitable alternate quarters available? ○ Yes ◉ No

15b. Explain:

[redacted]

11/24/2009

[redacted]

There are 33 PO Box Business customers, 7 of which qualify on DOCKET 16 and 26 on line 17, one is govt.

ITEM NO. 2

16. Schools, Religious Institutions and Social Organizations in Service Area.

Names: No. 7

[redacted]

17.Businesses and local Government Offices in Service Area

Names: No. 26

[redacted]

18. Administrative/Emanating Office (*Proposed*)

Finance Number: (b)(2) city delivery nor

Name Delmar EAS level 20 N

3.03

Window Service Hours: M-F 08:30 AM-05:00 PM Sat. 09:00 AM-01:00 PM

Lobby Hours: M-F 07:00 AM-05:15 PM Sat. 07:00 AM-01:15 PM

PO Boxes Installed 432 PO Boxes U

19. Nearest Post Office (*if different from above*)

Name Empire State Plaza EAS level 17 N

Window Service Hours: M-F 09:00 AM-04:45 PM Sat. No

Lobby Hours: M-F 07:00 AM-11:00 PM Sat. 07:00 AM-11

PO Boxes Installed 600 PO Boxes Unused 248

20. Prepared By

Printed Name and Title: Maggie Mouawad, Station Manager

Signature:

Telepl 5184:

District PO Review Coordinator Name: Nadine Tremblay

Telephone No. AC ( ): 5184524080

PS Form 4920

(b)(2)

11/24/2009

[illegible]
SAN MATEO IBSSC
REPORT LFA252P2
ZIP CODE: 12209

Delaware

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM
CARRIER DELIVERY STATISTICS SUMMARY REPORT
BY DELIVERY ZIP

DATE: 6/18/2009

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PAGE 1

	RESIDENTIAL	RES/BUS COMBINED	BUSINESS	BUS/RES COMBINED	TOTAL
	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL ACTV
B001	[redacted]				
B002					
B003					
B004					
GRAND TOTAL					

[redacted]

USPS 85-6889
SAN MATEO IBSSC
REPORT LPA252P2
ZIP CODE: 12209

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM
CARRIER DELIVERY STATISTICS SUMMARY REPORT
BY DELIVERY ZIP

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PAGE 2

DATE: 6/18/2009
PAGE 1

	RESIDENTIAL	RES/BUS COMBINED	BUSINESS	BUS/RES COMBINED	TOTAL
	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL ACTV
C001	[redacted]				
C003					
C004					
C005					
C006					
C007					
C008					
C009					
GRAND TOTAL					

Street delivery
Provided by
Carrier annex

UNITED STATES POSTAL SERVICE.

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12209 - 4 - 1

Post Office™ Locations

PRINT | BACK

1 **Post Office™ Location - DELAWARE**
332 DELAWARE AVE
STE 1
ALBANY, NY 12209-9998
(800) ASK-USPS
0.0 mi

Business Hours
Mon-Fri
8:45-1:00pm
2:00-4:30pm
Sat
9:00-12:00pm
Sun
closed

Services
PO Boxes Online

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

Post Office™ Location - EMPIRE STATE PLAZA
240 STATE ST
ALBANY, NY 12210-2142
(800) ASK-USPS
1.2 mi

Business Hours
Mon-Fri
9:00-4:45pm
Sat-Sun
closed

Services
PO Boxes Online

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

Post Office™ Location - CAPITOL
25 EAGLE ST
ALBANY, NY 12224-9997
(800) ASK-USPS
1.4 mi

Business Hours
Mon-Fri
9:00-4:45pm
Sat-Sun
closed

Services
PO Boxes Online

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

Post Office™ Location - HUDSON AVENUE

Business Hours
Mon-Fri
8:00-5:30pm

Services
Passport Application Services

6 PO's
1 CPU

3 mi.

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	45 HUDSON AVE ALBANY, NY 12207-9998 (800) ASK-USPS 1.4 mi	Sat-Sun closed	PO Boxes Online Service hours may vary. Please check link for business hours.
5	**Post Office™ Location - ACADEMY** 563 NEW SCOTLAND AVE ALBANY, NY 12208-9998 (800) ASK-USPS 1.5 mi	**Business Hours** Mon-Fri 8:30-5:00pm Sat 9:00-12:00pm 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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UNITED STATES POSTAL SERVICE

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Post Office™ Locations

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Post Office™ Location - CPU ST ROSE COLLEGE
432 WESTERN AVE
ALBANY, NY 12203-1450
(800) ASK-USPS
1.6 mi

Business Hours
Mon-Fri
10:00-2:00pm
Sat-Sun
closed

7 **Post Office™ Location - PINE**
5 S ALLEN ST STE 1
ALBANY, NY 12208-2201
(800) ASK-USPS
1.8 mi

Business Hours
Mon-Fri
8:30-12:30pm
1:30-4:00pm
Sat-Sun
closed

Services
PO Boxes Online

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

8 **Post Office™ Location - ALBANY ANNEX**
747 BROADWAY
ALBANY, NY 12207-9211
(800) ASK-USPS
1.8 mi

9 **Post Office™ Location - FORT ORANGE**
450 CENTRAL AVE
ALBANY, NY 12206-

Business Hours
Mon-Fri
8:30-5:00pm
Sat
9:00-12:00pm

Services
PO Boxes Online

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

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4
4

9998
(800) ASK-USPS
1.8 mi

Sun
closed

Post Office™ Location - RENSSELAER
531 EAST ST
RENSSELAER, NY
12144-9998
(800) ASK-USPS
2.0 mi

Business Hours
Mon-Fri
8:00-5:00pm
Sat
9:00-12:00pm
Sun
closed

Services
PO Boxes Online

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

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Post Office™ Locations

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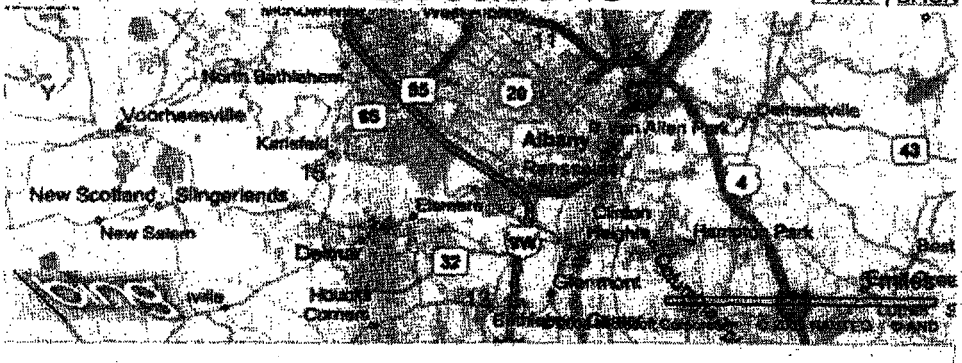

11 **Post Office™ Location - TERMINAL STREET**
71 TERMINAL ST
ALBANY, NY 12206-9211
(800) ASK-USPS
2.2 mi

Business Hours
Mon-Fri
closed
Sat
9:00-9:15am
Sun
closed

12 **Post Office™ Location - PATROON**
1226 BROADWAY
MENANDS, NY 12204-9997
(800) ASK-USPS
2.9 mi

Business Hours
Mon-Fri
8:30-10:30am
12:00-3:30pm
Sat-Sun
closed

Services
PO Boxes Online

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

Post Office™ Location - GLENMONT
402 FEURA BUSH RD
GLENMONT, NY
12077-2984
(800) ASK-USPS
2.9 mi

Business Hours
Mon-Fri
8:00-1:00pm
2:00-5:00pm
Sat
9:00-12:30pm
Sun
closed

Services
PO Boxes Online

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

Post Office™ Location - DELMAR

Business Hours
Mon-Fri
8:30-5:00pm

Services
Passport Application Services

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357 DELAWARE AVE
DELMAR, NY 12054-9998
(800) ASK-USPS
3.0 mi

Sat 9:00-1:00pm
Sun closed

PO Boxes Online

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

15 **Post Office™ Location - SLINGERLANDS**
1399 NEW SCOTLAND RD
SLINGERLANDS, NY 12159-9998
(800) ASK-USPS
4.0 mi

Business Hours
Mon-Fri 8:00-5:30pm
Sat 8:00-1:00pm
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

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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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Delaware

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ZIP CODE DEMOGRAPHIC REPORT

Post Office Name: Albany, NY
ZIP Code: 12209

Total Population:		Total Households:	
2000	10,129	**2000**	4,427
2008	10,063	**2008**	4,444
2013	10,053	**2013**	4,465

Projected Annual Household Growth Rate: 0.09%

FP6A 2008 Dataset

New ZIP Code Search

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2

MELISSA DATA

Sign In | View Cart

1-800-MELISSA Products Solutions Downloads & Trials Support R

ZIP Code Lookup

Home > Lookups > ZIP Code Lookup

Use this Lookup to get location information and demographics related to a ZIP, city or phone number. Each search option displays different data with click-through options for more details. Click here for more ZIP Code, address and map Lookups.

Enter ZIP Code, ZIP+4 Code, City Name, Phone Number or Area Code.

Search

Results for ZIP Code 12209

AM, FM & TV Campaign Contributors Carrier Routes City Demographics Climate ZIP Demogra
Income Tax Labor Statistics Nearest Mailing House NonProfits Public Schools Streets in ZI

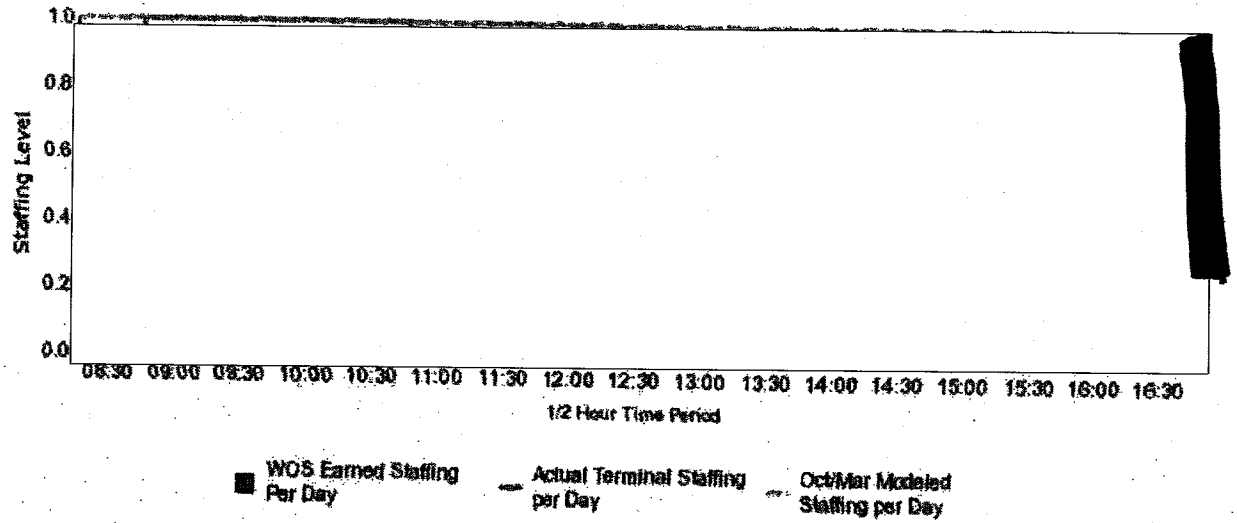
State	New York (NY)
Type of ZIP Code	Standard Map of ZIP Code
USPS Preferred City Name	ALBANY
Last 30 Days Home Sales in ZIP	7 Average Price $158,000 Click here for list
Businesses in ZIP	363 Click here for list
Population (2000) of ZIP	9,772
USPS Residential Deliveries in ZIP	4,036
USPS Business Deliveries in ZIP	160
USPS Apartment Deliveries in ZIP	183
USPS PO Box Deliveries in ZIP	131
Area Code	518
Metro Area (Code)	ALBANY-SCHENECTADY-TROY, NY (0160)
Time Zone (Local Time)	Eastern (11/24/2009 4:22:50 PM)
County Name (FIPS)	ALBANY (36001) 100.0% ZIP in County
County Seat	ALBANY In-Out Flow 2004 Election Economy Demographics
Earthquake Hazard	Very Low
Available Maps	Detailed ZIP Code County Map Book State Profile Map State CBSA Map

WOS Earned - Actual Staffing Graph

Report Filter:
Retail Unit In List (DELAWARE STATION [redacted] and Month In List (Mar 2009, Oct 2008)
(Actual Terminal Staffing per Day Greater than 0)
View Filter:
The filter is empty.

WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Oct/Mar Modeled Staffing per Day
08:30				
09:00				
09:30				
10:00				
10:30				
11:00				

[redacted] (b) (2)

12/09

DOCKET ITEM NO.

11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30

[redacted]

(b)(2)

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RDM WOS Detail and Summary

Retail Unit	Month
DELAWARE STATION [redacted]	Oct 2008 - Mar 2009

RDM WOS Report - Workhour Summary

Total Calculated Txn Time (Hrs)	15 Min Soft Time Adjustment (Hrs)	Open / Close Time Adjustment (Hrs)	Total WOS Earned Time (Hrs)
[redacted]			

RDM WOS Report - Workhour Distribution

Period Beginning	Total Calculated Txn Time per Period (min)	% of Total Calculated Txn Time by Period (%)	Total Terminal Availability (min)	Utilization (%)	WIR ($)	WIR / Txn Work Minute ($/min)	WIR / Available Terminal Minute ($/min)	Earned Staffing per Day	Facilities Staffing per Day (85%)
Grand Total	[redacted]								
0:00									
0:30									
1:00									
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22:00									
22:30									

(b)(2)

7/10/2009

23:00	0.0
23:30	0.0

RDM WOS Report - Retail Unit Txn and Visit Count

Retail Unit	Month
DELAWARE STATION [redacted]	Oct 2008
	Mar 2009

Period Beginning	Non-Revenue Txn Count	Trust Txn Count	Postage Txn Count	Retail Services Txn Count	Retail Products Txn Count	Alternate Channels Txn Count	Mailing Txn Count	Disbursements Txn Count	Total Txn Count per Period	Visit Count
Txn Count per Grp.	[redacted]									
Txn Count as % of Total										
0:00										
0:30										
1:00										
1:30										
2:00										
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22:30										

[redacted]

7/10/2009

[redacted]

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23:00
23:30

RDM WOS Report - Workhour Detail

Retail Unit	Month
DELAWARE STATION [redacted]	Oct 2008
	Mar 2009

Period Beginning	Non-Revenue Txn Work Minutes	Trust Txn Work Minutes	Postage Txn Work Minutes	Retail Services Txn Work Minutes	Retail Products Txn Work Minutes	Alternate Channels Txn Work Minutes	Mailing Txn Work Minutes	Disbursements Txn Work Minutes	Total Calculated Txn Time per Period (min)
Total Calculated Txn Time per Grp	[redacted]								
Grp % of Total Calculated Txn Time									
0:00									
0:30									
1:00									
1:30									
2:00									
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21:00									
21:30									

[redacted]

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22:00
22:30
23:00
23:30

[redacted] 7/10/2009

[redacted]

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UNITED STATES POSTAL SERVICE.

Facilities Database (FDS)

Home | My Facility | Find Facility | Administrative Area | Find Contacts | Help |

Real Estate

DELAWARE
(Physical Address)
332 DELAWARE AVE STE 1
ALBANY, NY 12209-9998

Category: Delivery and Retail
Type: Post Office
Subtype: Finance Station
Area: Northeast (B)

Facility ID: (b)(2)
Status: Active
AMS Locale Key: V
District: Albany

[redacted]

Building

Data Field Name	Business Rules and Field Definitions	Current Value
Building Owned or Leased:	Indicates whether the real property location of this facility is owned or leased by the Postal Service.	Leased
Active Lease Expiration:	Date active USPS lease is due to expire for this facility. *Note:* this is not the exercised option lease expiration date.	08/2011
Annual Amount of Active Lease::	Amount of money owed for annual rent for a facility leased by the USPS. *Note:* amount pertains to active lease.	$ 13,900.00
Historic Building:	Code indicating if the facility is listed or eligible for listing on the National Register of Historic Places.	Unknown
Total Facility Size:	Total net interior square footage of the structure.	1385 sq ft.

* To report suspected problems with Building section data contact FMSWin (helpdesk.fmswin@usps.gov).

Available Space/Land

Data Field Name	Business Rules and Field Definitions	Current Value
Vacant Space:	Do you have any vacant space in your facility that is in leasable condition and has access that does not compromise the security of the operation? If yes, please enter a brief description.	No
Excess Land:	Do you have any excess land or parking at your facility that could be sold or leased without compromising the operation? If yes, please enter a brief description.	No
Aware of any land:	Are you aware of any land or sites that the Postal Service purchased or leased, not contiguous with your facility, that are not being utilized?	No

[redacted] 7/13/2009

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	If yes, please enter a brief description.	

Global Positioning - Coordinates

Data Field Name	Business Rules and Field Definitions	Current Value
Date::	The date the data was provided	09/16/2008
Source::	The source of the coordinate data	WHITEPAGES
Latitude::	The angular distance north or south of the earth's equator, measured in degrees along a meridian, as on a map or globe.	42.642303
Longitude::	Angular distance on the earth's surface, measured east or west from the prime meridian at Greenwich, England, to the meridian passing through a position, expressed in degrees (or hours), minutes, and seconds.	-73.778605

Real Estate for this facility was last certified on **02/09/2009 10:57:10** by FDB user **Margaret Mouawad**.

[redacted] 7/13/2009

[redacted]

12209

UNITED STATES POSTAL SERVICE.

Facilities Database Sy

Home | My Facility | Find Facility | Administrative Area | Find Contacts | Help |

Facility Times

DELAWARE
(Physical Address)
332 DELAWARE AVE STE 1
ALBANY, NY 12209-9998

Category: Delivery and Retail
Type: Post Office
Subtype: Finance Station
Area: Northeast (B)

Facility ID: [redacted]
Status: Active
AMS Locale Key: V
District: Albany

<< Return

Required Times

Type of Time Click to Edit	Definition	Times Day	Day Start	Lunch Close	Lunch Open	Day End	Additional Close
Unit Times	Times of operation: when the first employee clocks-in until the last employee clocks-out. May be 24-hours instead of times.	Monday	08:30 AM	01:00 PM	02:00 PM	05:00 PM	
		Tuesday	08:30 AM	01:00 PM	02:00 PM	05:00 PM	
		Wednesday	08:30 AM	01:00 PM	02:00 PM	05:00 PM	
		Thursday	08:30 AM	01:00 PM	02:00 PM	05:00 PM	
		Friday	08:30 AM	01:00 PM	02:00 PM	05:00 PM	
		Saturday	08:30 AM			12:00 PM	
First Mail Arrival	First time-of-day mail arrives for processing or delivery based on the transportation schedule. May be before unit open time or within unit operating hours.	Monday				08:30 AM	
		Tuesday				08:30 AM	
		Wednesday				08:30 AM	
		Thursday				08:30 AM	
		Friday				08:30 AM	
Distribution Times	Begin and end times for distribution of mail. May be 24-hours (if Unit is 24-hours) instead of times.	Monday	08:30 AM			10:00 AM	
		Tuesday	08:30 AM			10:00 AM	
		Wednesday	08:30 AM			10:00 AM	
		Thursday	08:30 AM			10:00 AM	
		Friday	08:30 AM			10:00 AM	
		Saturday	08:30 AM			10:00 AM	
Office Admin Times	Times of administrative office operation, typically the manager office hours. Optional closed-for-lunch.	Monday	09:00 AM			03:00 PM	
		Tuesday	09:00 AM			03:00 PM	
		Wednesday	09:00 AM			03:00 PM	
		Thursday	09:00 AM			03:00 PM	
		Friday	09:00 AM			03:00 PM	
Lobby Times	Times when PO Box or Unit Lobby is unlocked and opened for customer entry. May be 24-hours (if unit is 24-hours) instead of times. Optional closed-for-lunch.	Monday	08:45 AM	01:00 PM	02:00 PM	04:30 PM	
		Tuesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM	
		Wednesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM	
		Thursday	08:45 AM	01:00 PM	02:00 PM	04:30 PM	
		Friday	08:45 AM	01:00 PM	02:00 PM	04:30 PM	
		Saturday	09:00 AM			12:00 PM	

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Pick-Up Times	Times when accountables/parcels may be picked up. Hours must include Window Service Times AND any hours before or after Window Service Times, where customers can pickup through a special Pick-Up window or Dutch door, typically located in the lobby.	Monday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Tuesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Wednesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Thursday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Friday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Saturday	09:00 AM			12:00 PM
Window Service Times	Times when employee-staffed retail service windows are open to the public. May be 24-hours (if unit is 24-hours) instead of times. Optional closed-for-lunch.	Monday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Tuesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Wednesday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Thursday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Friday	08:45 AM	01:00 PM	02:00 PM	04:30 PM
		Saturday	09:00 AM			12:00 PM
Last Dispatch of Value	Time-of-day of last dispatch of mail that contains mail committed to First Class, Priority and Express Mail service commitments based on the transportation schedule. May be after unit close time or within unit operating hours.	Monday				04:30 PM
		Tuesday				04:30 PM
		Wednesday				04:30 PM
		Thursday				04:30 PM
		Friday				04:30 PM
		Saturday				12:00 PM
Call Referral Hours	Time-of-Day facility is staffed to take customer phone calls.	Monday	08:30 AM	01:00 PM	02:00 PM	05:00 PM
		Tuesday	08:30 AM	01:00 PM	02:00 PM	05:00 PM
		Wednesday	08:30 AM	01:00 PM	02:00 PM	05:00 PM
		Thursday	08:30 AM	01:00 PM	02:00 PM	05:00 PM
		Friday	08:30 AM	01:00 PM	02:00 PM	05:00 PM
		Saturday	08:30 AM			12:00 PM
Collections - Latest Time at PO	Latest time-of-day for box collection (for same day postmark) at a postal facility -- may be inside lobby drop or box out front (whichever is latest)	Monday				05:30 PM
		Tuesday				05:30 PM
		Wednesday				05:30 PM
		Thursday				05:30 PM
		Friday				05:30 PM
		Saturday				03:45 PM

Additional Times (May be Required)

Type of Time Click to Edit	Definition	Times Day	Day Start	Start Lunch	End Lunch	Day End	Additional Start
Loading Dock Times	Times of dock operation, typically when dock is manned or otherwise available for delivery. May be 24-hours VALUES (if unit is 24-hours) instead of times. Optional closed-for-lunch.	Not Provided					
DS Earlybird Times	Special Earlybird Drop	Monday	08:30 AM			08:30 AM	

[redacted]

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	respond to inquiries regarding employment opportunities within the USPS.		
Indemnity Claim Status / Inquiry	Times when inquires regarding compensation for lost or damaged articles are accepted and STATUS inquiries for existing claims are processed.	Not Provided	
Mailing Requirements	Time-of-day personnel are available to assist businesses with their mailing needs and questions.	Not Provided	
Media Press Contacts	Time-of-day personnel are available to serve customers requesting information from the USPS on behalf of the media.	Not Provided	
GXG Cut-off Time	Time-of-day that all Global Express Guaranteed mail must be received by.	Monday	04:30 PM
		Tuesday	04:30 PM
		Wednesday	04:30 PM
		Thursday	04:30 PM
		Friday	04:30 PM
		Saturday	12:00 PM

Special Times

The following times can only be populated by the Retail Specialist. There may be several ranges of effective dates available, however only on range of entries is displayed at once. Special Times are not required to be completed for Certification.

Collections - Latest Time at PO - Special Times

Special last Postmark or collection for holidays, special events, etc. (often used in December and for Tax Day). Contact your Retail Specialist to enter/edit these times.

Retail Services - Special Times

Special hours (holidays, special events, etc.) set up by a post office or facility that offers postal products and services. Conta District Retail Specialist to enter/edit these times.

Facility Times for this facility was last certified on **02/09/2009 10:56 AM** by FDB user **Margaret Mouawad**

[redacted]

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UNITED STATES POSTAL SERVICE

ALBANY DELAWARE STATION
332 DELAWARE AVE STE 1
ALBANY NY 12209-9998

July 16, 2009

STATION/BRANCH MANAGER

SUBJECT: Delaware, NY Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations and local government offices and schools, that are served by the Delaware Post Office. The list of businesses must include small, part-time and in-home businesses, as well as public institutions such as schools, police departments, etc.; religious institutions; and businesses physically located outside the community that use retail services on a routine basis at the Delaware Post Office. 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 and general and street delivery customers served by the office. Return all documents to NADINE TREMBLAY by July 23, 2009. This information will be entered into the official record for public viewing.

Post Office Box	154
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	154

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

[redacted]

Nadine Tremblay
Post Office Review Coordinator
30 Karner Rd
Albany NY 12288-9311

Comments:

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

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[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Delmar NY 12054

[redacted]

Alb. NY 12208

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12210

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12202

[redacted]

Alb NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Albany, NY 12209

[redacted]

[redacted]

Alb. NY 12202

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[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12209

[redacted]

Alb. NY 12224

[redacted]

Albany NY 12203

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[redacted]

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Alb. NY 12209

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Alb. NY 12209

[redacted]

Alb. NY 12209

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Alb. NY 12209

[redacted]

Alb. NY 12209

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM

CARRIER DELIVERY STATISTICS SUMMARY REPORT

BY DELIVERY ZIP

SAN MATEO IBSSC

REPORT LPA25202

Delaware

DATE: 7/20/2009

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	RESIDENTIAL	RES/BUS COMBINED	BUSINESS	BUS/RES COMBINED	TOTAL
	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL = ACTV + VAC + THBK	PSSBL ACTV
B001	[redacted]				
B002					
B003					
B004					
GRAND TOTAL					

[redacted]

USPS 01-6719
SAN MATEO TESSC
REPORT LPA252P2
ZIP CODE: 12054 Delmar

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM
CARRIER DELIVERY STATISTICS SUMMARY REPORT
BY DELIVERY ZIP

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	RESIDENTIAL				RES/BUS COMBINED				BUSINESS				BUS/RES COMBINED				TOTAL	
	PSSBL	ACTV	VAC	THBK	PSSBL	ACTV	VAC	THBK	PSSBL	ACTV	VAC	THBK	PSSBL	ACTV	VAC	THBK	PSSBL	ACTV
B001	[redacted]																	
B002																		
B003																		
B004																		
B005																		
B006																		
B099																		
GRAND TOTAL																		

[redacted]

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CUSTOMER SERVICE VARIANCE - [120]-ALBANY PFC

ALBANY PO - ALB-DELAWARE [redacted]	Variance Date: 07/21/2009
Analysis Period: 09/27/2008 to 07/17/2009 - Customer Service Days: 243	Unit Level: 17 Mon Yr: 2 CAG: A
Benchmark Generation: FY 2008 WK 1 - FY 2008 WK 52	[ALBANY PO] ALB-DELAWARE

FTEE COMPLEMENT ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
Full Time Clerk	[redacted]				
Part Time Flexible Clerk					
Part Time Regular Clerk					
Full Time MH					
Part Time Flexible MH					
Part Time Regular MH					
Full Time Equivalent Emp					
Full Time Equivalent Hrs					

WORKHOUR ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
Automation/Mechanized (LDC41L-41F)					
LDC 41 Ltrs Hours	[redacted]				
LDC 41 Flts Hours					
Total Auto/Mech Hours					
Manual (LDC43-44)					
LDC 43L Hours					
LDC 43F Hours					
LDC 43P Hours					
LDC 43A Hours					
LDC 43 Total					
LDC 44 Hours					
Total Manual Hours					
Retail/Admin (LDC 42,45,46,48)					
LDC 42 Hours					
LDC 45 Hours					
LDC 46 Hours					
LDC 48 Hours					
Total Retail/Admin Hours					
Total Function Four					

WORKLOAD ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% VARIANCE
LDC 41 TPF Ltrs Vol Pcs	[redacted]				
LDC 41 TPF Flts Vol Pcs					
Auto/Mech Volume					
LDC 43 Dist Vol Ltrs (Ft)					
LDC 43 Dist Vol Flts (Ft)					

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LDC 43 Dist Vol PP/Sprs	[redacted]			[redacted]	
LDC 44 Box Ltrs (Ft)	[redacted]			[redacted]	
LDC 44 Box Flts (Ft)	[redacted]			[redacted]	
Manual Vol (w/o PP/Sprs)	[redacted]			[redacted]	
LDC 45 Transactions	[redacted]			[redacted]	
Retail Transaction Volume	[redacted]			[redacted]	

PRODUCTIVITY ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% ACHIEVED
LDC 41 Ltr PPH	[redacted]				
LDC 41 Flt PPH	[redacted]				
LDC 43 Dist Vol Ltrs FPH	[redacted]				
LDC 43 Dist Vol Flts FPH	[redacted]				
LDC 43 Dist PP/Sprs PPH	[redacted]				
LDC 43 Allied Hrs per day	[redacted]				
LDC 44 Box L&F FPH	[redacted]				
LDC 45 Min. per Trans	[redacted]				
LDC 45 Trans per 1412	[redacted]				

UNIT ROUTE AND DELIVERIES ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	% VARIANCE
City Routes	[redacted]				
Rural Routes	[redacted]				
CDS Routes	[redacted]				
POB Equivalent Routes	[redacted]				
City Deliveries	[redacted]				
Rural Deliveries	[redacted]				
CDS Deliveries	[redacted]				
PO Box Deliveries	[redacted]				

FTES DAILY STAFFING ANALYSIS

UNIT VARIABLES	BENCHMARK	EARNED	ACTUAL	VARIANCE	
Clerk/Mailhandler	[redacted]				

Post Office	Month
ALB-DELAWARE	Jul 2009

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Monthly - Yearly Post Office Comp Flash (POS ONE Retail Units Open Both Years)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
Operational Data	Customer Visits						
	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
	Retail Units						
Business Days	Business Days						

[redacted] 7/31/2009

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Retail Productivity	WIR / POS ONE Terminal Hr	[redacted]
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

Monthly - Yearly Post Office Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						

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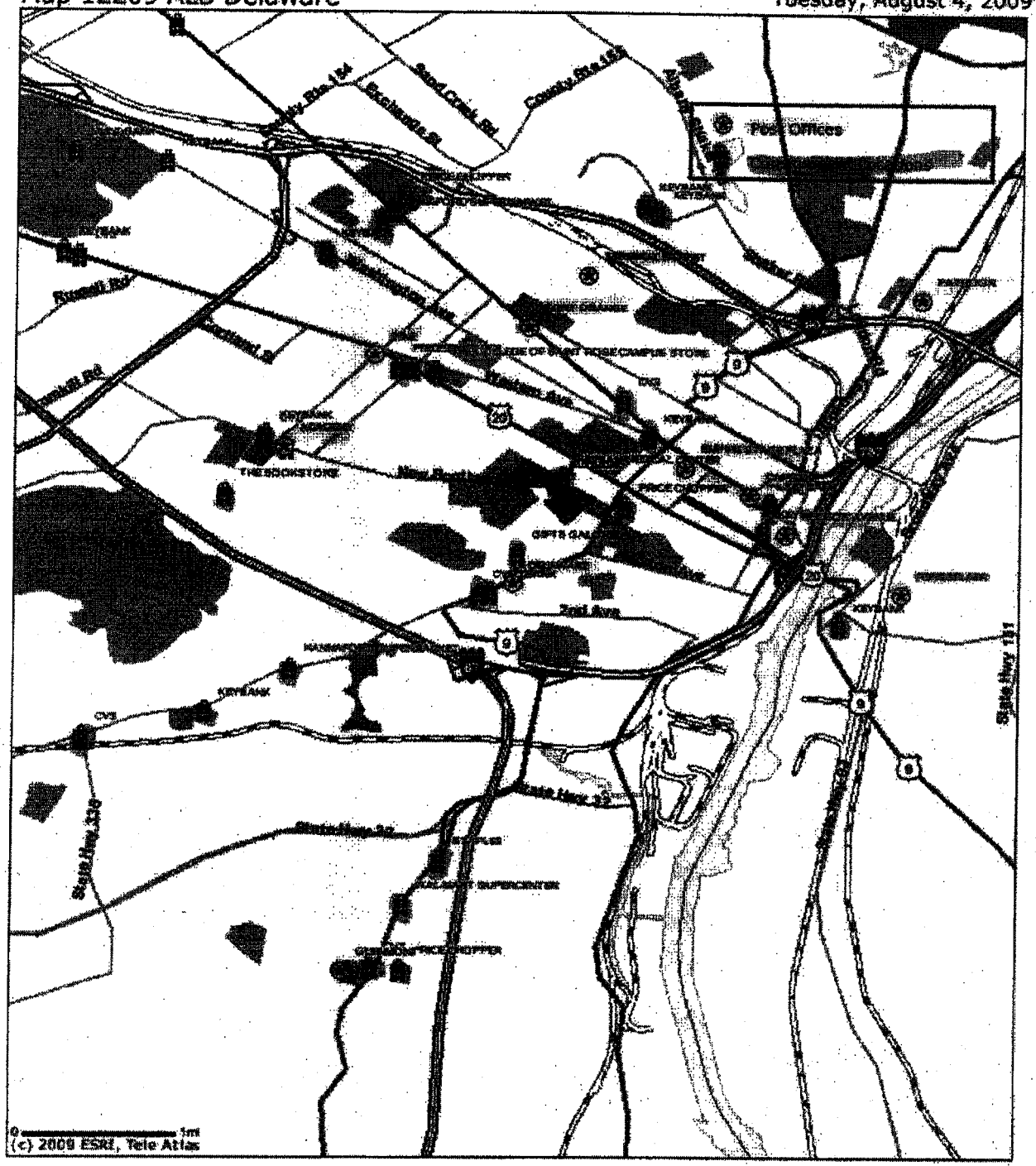
		[redacted]
Operational Data	Passport Fees and Photo Services	
	Phonecards	
	Retail Services	
	Customer Visits	
	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
	Retail Units	
Business Days	Business Days	
Retail Productivity	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

[redacted]

Map 12209 ALB Delaware

Tuesday, August 4, 2009

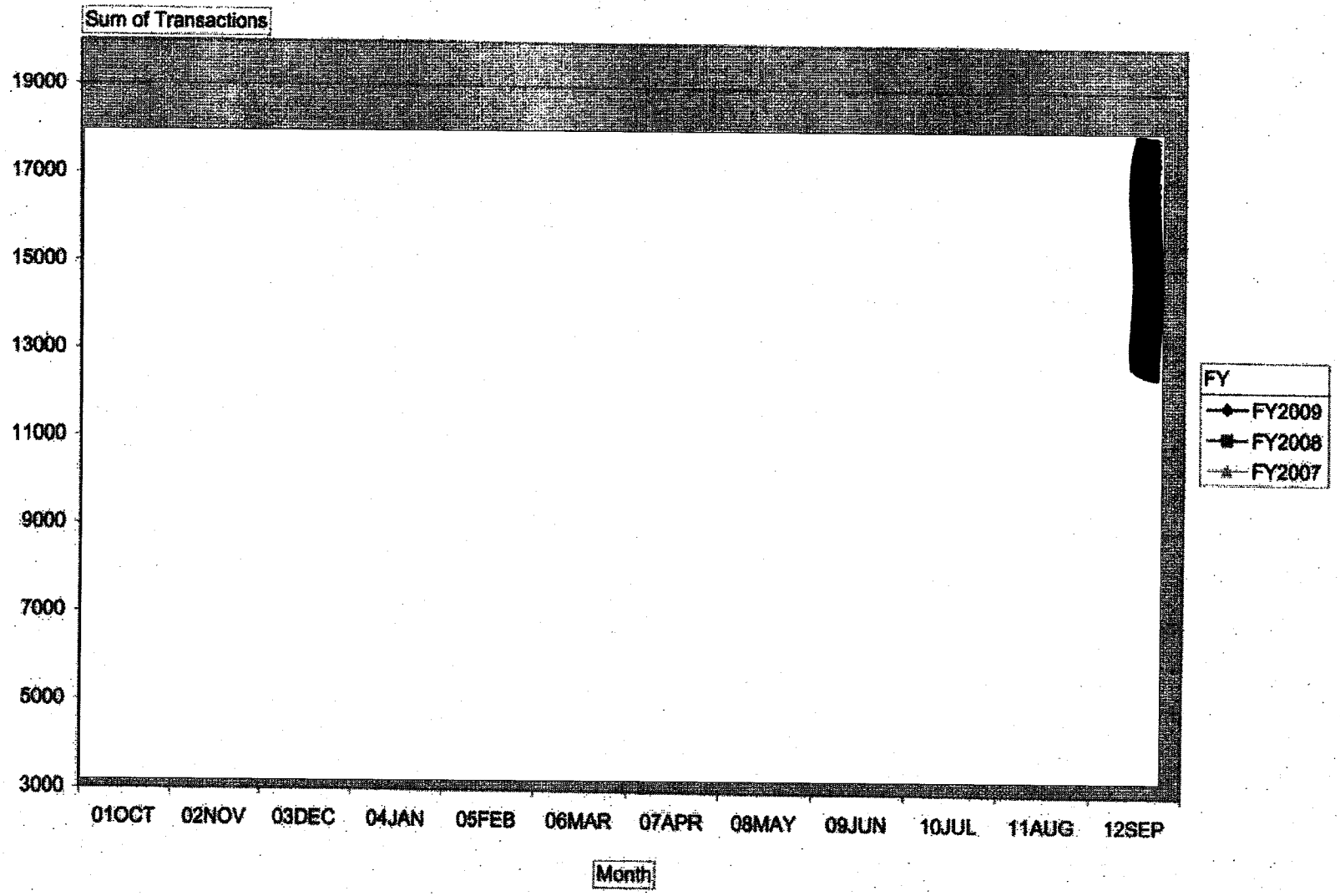


There are 10 Post Offices and 30 Stamps on Consignment location within 3 miles of Delaware Station.

[redacted]

8/4/2009

Site Name DELAWARE STATION



POST OFFICE REVIEW COORDINATOR
ALBANY DISTRICT

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UNITED STATES POSTAL SERVICE

August 3, 2009

RE: Albany Delaware Station
332 Delaware Ave, Ste 1
Albany NY 12209-9998

Proposal: Continue to study Station/Branch Optimization for Delaware Station, a retail only site with PO Box customers.

If this proposal is implemented, the 154 PO Box customers will have their post office boxes re-located 1.42 to 2.7 miles away to:

Delmar Post Office	or	Albany Main Post Office
357 Delaware Ave		45 Hudson Ave
Delmar NY 12054-9998		Albany NY 12207-9998

No change of address will be required. They will retain the same post office box number.

The walk-in revenue, customer visits, and total transactions for Delaware have declined. This initiative will reduce clerk hours, which will realize a labor savings. By moving PO Box section to Delmar or Albany Main, we can terminate the lease for Delaware. A savings of an estimated [redacted] in the first year, which includes a one time cost of [redacted] to restack PO Boxes at receiving location. A cost savings of [redacted] annually thereafter with a 30 day lease notice. This will contribute in the long run to stable postage rates and savings for our customers.

Assumption that 100% of window activity will migrate to Delmar and/or Albany Main. Withing a 3 mile radius, there are 6 other classified stations/branches or Post Offices and 1 CPU. [redacted].

Some advantages to this consolidation are: Customer service will be enhanced with greater window hours, additional parking, and passport services

Some disadvantages to this consolidation are: Delmar and /or Albany Main may ba a farther to drive for some, but closer for others. Loss of Retail outlet in 12209.

All selected offices will need to be reviewed and approved by Northeast Area CIC before proceeding with the Community Contact phase.

In an effort to ensure we look at all costs and customer impacts associated with offices selected for Station and Branch Optimization opportunities, please indicate your approval by signing below.

Prepared by:

_____ Date

Nadine Tremblay
District Post Office Review Coordinator
US Postal Service, Albany District
30 Karner Rd
Albany NY 12288-9311

Approved for review and approval by Northeast Area CIC:

_____ Date

Edward Phelan Jr.
(A) District Manager, Customer Service and Sales
US Postal Service, Albany District
30 Karner Rd
Albany NY 12288-9992

Enclosure

POST OFFICE REVIEW COORDINATOR
ALBANY DISTRICT

DOCKET NO. 12209
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CASE 2

UNITED STATES POSTAL SERVICE

August 3, 2009

RE: Albany Delaware Station
332 Delaware Ave, Ste 1
Albany NY 12209-9998

Proposal: Continue to study Station/Branch Optimization for Delaware Station, a retail only site with PO Box customers.

If this proposal is implemented, the 154 PO Box customers will have their post office boxes re-located 1.42 to 2.7 miles away to:

Delmar Post Office 357 Delaware Ave Delmar NY 12054-9998	or	Albany Main Post Office 45 Hudson Ave Albany NY 12207-9998

No change of address will be required. They will retain the same post office box number.

The walk-in revenue, customer visits, and total transactions for Delaware have declined. This initiative will reduce clerk hours, which will realize a labor savings. By moving PO Box section to Delmar or Albany Main, we can terminate the lease for Delaware. A savings of an estimated [redacted] in the first year, which includes a one time cost of [redacted] to restack PO Boxes at receiving location. A cost savings of [redacted] annually thereafter with a 30 day lease notice. This will contribute in the long run to stable postage rates and savings for our customers.

Assumption that 100% of window activity will migrate to Delmar and/or Albany Main. Within a 3 mile radius, there are 10 other classified stations/branches, Post Offices, and/or CPUs. There are 30 Stamps on Consignment locations available.

Some advantages to this consolidation are: Customer service will be enhanced with greater window hours, additional parking, and passport services

Some disadvantages to this consolidation are: Delmar and /or Albany Main may be farther to drive for some, but closer for others. Loss of Retail outlet in 12209.

All selected offices will need to be reviewed and approved by Northeast Area CIC before proceeding with the Community Contact phase.

In an effort to ensure we look at all costs and customer impacts associated with offices selected for Station and Branch Optimization opportunities, please indicate your approval by signing below.

Prepared by:

[redacted] 8/3/2009
Date

Nadine Tremblay
District Post Office Review Coordinator
US Postal Service, Albany District
30 Karner Rd
Albany NY 12288-9311

Approved for review and approval by Northeast Area CIC:

[redacted] 8/5/09
Date

Edward Phelan Jr.
(A) District Manager, Customer Service and Sales
US Postal Service, Albany District
30 Karner Rd
Albany NY 12288-9992

Enclosure

30 OLD KARNER ROAD
ALBANY, NY 12288-9311

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

1. Date Prepared: 7/15/2009

2. Post Office Name: Delaware
3. State and ZIP + 4 Code: NY - 12209-9998
4. District: Albany
5. County: Albany
6. Congressional District: 21
7. Reason for Proposal to Discontinue: The review of the above classified station or branch is in conjunction with the
8. Post Office Emergency Suspended (Reason and Date):
Unsuitable current Postal facility
No suitable quarters in community for Post Office
Declining or low office workload
Safety hazard - unsuitable health conditions
9. Proposed Permanent Alternate Service:
Rural Route Delivery
Highway Contract Route delivery
City delivery
P.O. Box Rental

10. Staffing
a. ○ PM Occupied ◉ PM Vacancy Reason & Date: 10/01/2009
Other - describe below
b. ○ OIC ○ Career ○ Noncareer
c. Current PM Position Level EAS-24 Downgraded from EAS-
d. No. of Clerks: No. of Career: No. of Noncareer:
e. No. of Others: No. of Career: No. of Noncareer:

11. Hours of Service

	Time M-F	Sat.	Total window hours per week
a.	08:45 AM-01:00 PM,	09:00 AM-12:00 PM	33.75
b. Lobby	08:45 AM-01:00 PM,	09:00 AM-12:00 PM	

12. Number of Customers Served

a. General Delivery	
b. P. O. Box	154
c. City Delivery	
d. Rural Delivery	
e. Highway Contract Route	
f. Intermediate Rural Delivery	
g. Intermediate HCR	
h. Total →	154
i. No. Receiving Duplicate Service	
j. Average No. Daily Transactions	

13. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. Letters		
b. Newspapers		
c. Parcels		
d. Other...		
e. Total →		
f. No. of Postage Meters		
g. No. of Permits		

14. Finances

a. Revenue	Receipts	b. EAS-minimum PM Basic Salary	c. PM Fringe Benefits (33.5% of b)
FY 2006	$ [redacted]	$ 59188	$ 19827.98
FY 2007	$ [redacted]		
FY 2008	$ [redacted]		

15a. Quarters
○ Postal Owned ○ Leased (*If Leased, Expiration Date*) 8/1/2011 Annual Lease $ 13900
30 Day cancellation clause? ○ Yes ○ No Evicted? ○ Yes ○ No (*If Yes, must vacate by*). (Date)
Located in: ○ Business ○ Home ◉ Other Suitable alternate quarters available? ○ Yes ◉ No
15b. Explain:

[redacted]=749

8/3/2009

16. Schools, Religious Institutions and Social Organizations in Service Area.

Names: No.

17.Businesses and local Government Offices in Service Area

Names: No.

18. Administrative/Emanating Office (*Proposed*)

Finance Number: [redacted] city delivery noncity delivery

Name: Delmar EAS level: 20 Miles Away: 3.03

Window Service Hours: M-F: 08:30 AM-05:00 PM Sat.: 09:00 AM-01:00 PM

Lobby Hours: M-F: 07:00 AM-05:15 PM Sat.: 07:00 AM-01:15 PM

PO Boxes Installed: 432 PO Boxes Unused: [redacted]

19. Nearest Post Office (*If different from above*)

Name: Empire State Plaza EAS level: 17 Miles Away: 1.2

Window Service Hours: M-F: 09:00 AM-04:45 PM Sat.: No Hours Entered

Lobby Hours: M-F: 07:00 AM-11:00 PM Sat.: 07:00 AM-11:00 AM

PO Boxes Installed: 600 PO Boxes Unused: 235

20. Prepared By

Printed Name and Title	Signature	Telephone No. AC ( )
Maggie Mouawad, Station Manager	→	5184368349

District PO Review Coordinator Name	Telephone No. AC ( )
Nadine Tremblay	5184524080

PS Form 4920

[redacted]

8/3/2005

DOCKET NO. 12209
ITEM NO. 13
PAGE 5

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Rich Adessa
CIC Secretary Northeast Area
6 Griffin Rd N
Windsor CT 06006

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) [redacted]

B. Date of Delivery 8-6-09

C. Signature X [redacted] ☐ Agent ☐ Addressee

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Copy from service label)
7099 3400 0004 0973 3363

PS Form 3811, July 1999 Domestic Return Receipt 102595-99-M-1789

UNITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Nadine Tremblay
USPS - Operations Support
30 Karner Rd
Albany NY 12288-9311

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

Article Sent To:

Postage	$	Mailed 8/5/09
Certified Fee		Postmark Here
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	official business	

Name (Please Print Clearly)
Street, Apt. No.
City, State, ZIP

Rich Adessa
CIC Secretary Northeast Area
6 Griffin Rd N
Windsor CT 06006

7099 3400 0004 0973 3363

DOCKET
ITEM NO. 12765
14

More than just a mailbox

Albany residents rally support to keep post office from closing

By HUMBERTO MARTÍNEZ
Staff writer

ALBANY — At least three times a week, Nydia Morales takes a walk down Delaware Avenue to send off mail at her local post office. She's been making the same pilgrimage for the past 14 years.

On Tuesday, she made the same trip, but the only mail she sent was a postcard to the postmaster general asking him to keep open the post office she so often visits.

Morales joined others in the Delaware Area Neighborhood Association to rally support for the post office at 332 Delaware Ave., a branch the Postal Regulatory Commission announced last week was a possible target for closure.

"I don't know what I'd do if they closed it," said Morales, who doesn't drive and has difficulty walking.

"The next closest post office, I don't even know where it is."

At the 11 a.m. rally, residents spoke of their use of the post office, signed petitions and took forms to gather signatures for even more support.

The office is one of more than 700 nationwide that could face closure, consolidation or reduction of services.

The offices are under scrutiny because of a 20 percent drop in the volume of mail sent in the last 18 months.

The Postal Service blames changes in the way people communicate, using e-mail and other online services instead of traditional mail, she said.

The Postal Service is looking at a possible loss of nearly $7 billion this fiscal year in spite of a 2-cent increase in the price of stamps in May.

It also is planning staff cuts and the removal of collection boxes.

Eleanor Laingo, 80, was at the rally collecting petition signatures. She said she's lived in the area nearly her whole life and visits the post office at least once a week, sending out mail for organizations of which she is a member.

"We would have to go downtown," Laingo said. "I could hitch a bus, but it would take me all morning to do what now takes me under an hour."

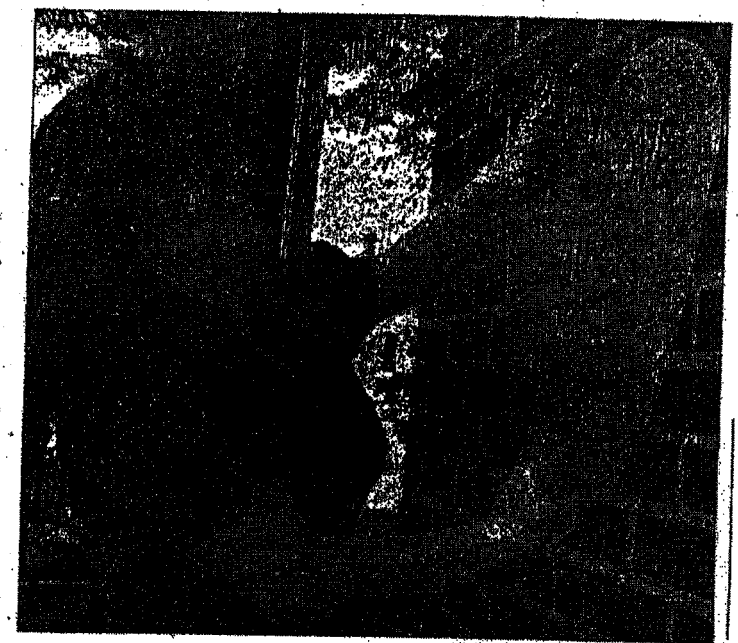
Local politicians also were at the rally. Common Council President Shawn Morris stood on the steps, calling the office an important part of the community.

"It's what links our residents to the rest of the city and the rest of the world," Morris said. "That's why it's so important, particularly when we are concerned as a society about people driving too much, being disconnected from each other, and staring at a computer screen instead of interacting with neighbors."

Morris told the crowd that Common Council would pass a resolution petitioning the federal government to keep the post office open.

Other local facilities facing possible changes include: 1226 Broadway, 563 New Scotland Ave., 450 Central Ave. and 5 S. Allen St. in Albany, and 93 W. Campbell Road and 224 Mohawk Ave. in Schenectady.

Officials have said closures or other changes may come as soon as the end of the year.



JOHN CARL D'ANNIBALE/TIMES UNION

LAURA WELLES, a Delaware Avenue resident, hangs a sign for a rally to save the postal station on her street.

▶ *Humberto Martínez can be reached at 454-5057 or by e-mail at hmartinez@timesunion.com.*

GOING POSTAL

Delaware Avenue area residents rally to save their local post office

ON TUESDAY MORNING, RESIDENTS and community leaders gathered outside the Delaware Station Post Office to show their support for a service they say is essential to their urban neighborhood. The rally, organized by the Delaware Area Neighborhood Association, was in response to an announcement last week that the United States Postal Service will be closing or consolidating the services of nearly 700 offices nationwide, after the agency lost $7 billion this fiscal year. Seven Capital Region offices were placed on a "study" list for possible closure, all of which, like the Delaware office, are in walkable urban neighborhoods.

"City neighborhoods, where people live and do business, are probably the most essential part of a healthy city," said Albany Common Council President Shawn Morris. "That's why it's so important to keep a community link like the post office open."

The criteria by which the USPS is selecting offices for study has not been released, but this hasn't prevented DANA from launching a petition and postcard campaign to pressure the U.S. Postmaster General not to terminate their neighborhood office. Additionally, members of the Common Council plan to meet with Congressman Paul Tonko (D-Amsterdam) and to introduce a resolution calling on the federal government to keep the office open.

If the office were to close, residents argued, the requisite travel to outlying branches would pose serious difficulties for some members of the community.

"In the South End, a lot of people don't have cars. Half of them don't have computers," said Councilman Dominick Calsolaro (Ward 1). "They need the services. They need to be able to get there." Elanor Laing, who is 80 and does not drive, said that the post office is "a vital part of the whole avenue for senior citizens." Others fear the effect the loss of accessible PO boxes would have on those who rely on them, such as home-based business owners and homeless people.

Battling the din of construction, some peopled feared the proposed closure's broader implications. "As I speak," said resident Laura Wells, "federal stimulus dollars are going to the reconstruction of this very avenue. By closing this station, services will be depleted. This could lead to a corresponding depletion in demand to move into this neighborhood." If the federal government continues to fund the improvement of the street but doesn't support its services, Diane Metz said she fears that Delaware Avenue will become little more than a "thoroughfare for people in the suburbs to get to work."

Dear Postmaster General: Dominick Calsolaro, Shawn Morris, Louise McNeilly, and Diane Metz rally for the Delaware Station Post Office.

—JOSH POTTER
jpotter@metroland.net

<<Back NO.

12209
14
3

NEWS wten.com

Petitioners hope to save Delaware Ave. post office

Posted: Aug 11, 2009 02:27 PM EDT

ALBANY - Seven post offices in the Capital Region are among the more than 700 across the country that could face closure or consolidation as the United States Postal Service looks to cut costs, following a 20% drop in the volume of mail over the last 18 months.

One of the local branches placed on the potential chopping block is the Delaware Avenue post office in Albany. On Tuesday, residents and business owners held a rally in front of the location to push for it to remain open.

Members of the Delaware Avenue Neighborhood Association asked people and passersby to stop and sign a petition to save the post office, located on the 300 block of the Avenue. The petitioners had a plethora of yellow postcards on hand that were addressed and ready to send to the Postmaster General in Washington, D.C., stating their message.

By twelve o'clock noon, the group said they had received at least 200 signatures from people who agreed the office was vital to the success of the Delaware neighborhood.

Supporters say the location is convenient, has short lines, is within walking distance and keeps the neighborhood feeling like an important place.

"It's just a great little spot to have in the neighborhood for a lot of people who don't have cars - it's easy to walk to. It's just a neighborhood fixture, we can't lose it," said Lissa D'Aquanni.

The regional representative for the United States Postal Service says that in these economic times, the USPS has to keep money in mind. She said that when it comes to closing branches, they take into account how much volume the location as doing, what their utility bill is and their rent.

WorldNow

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ITEM NO. 12209 15 1

UNITED STATES POSTAL SERVICE

Station and Branch Optimization Concept Briefing Sheet

Use this form to provide additional information for the Discontinuance Study authorized by the District Manager. In the Proposed Concept Narrative Section provide a narrative that outlines the key reasons for the study. Examples for completing the "Proposed Concept Narrative" section of the form are attached for the following station/branch types: retail only; retail and PO Box; Retail, PO Box and Delivery. The examples are meant to serve as a guide for the type of information necessary and should be revised by you to describe your concept.

If a decision is made to remove a station/branch from the study process, this briefing sheet is required with an explanation of the factors that led to that removal.

This briefing sheet should be attached to the District Manager authorization to study memo along with a ROAM map.

This Briefing sheet requires the signature of the District Manager and the concurrence of the Area Vice President.

FORM: Facility Profile

Station/Branch Name

Albany - Delaware Station

Current Facility Use *(Check all that apply)*

☒ Retail ☒ PO Box ☐ Delivery ☐ BMEU ☐ DDU

Projected 2009 Walk in Revenue

[redacted]

Total Number of PO Boxes	Number of PO Boxes Rented	Percentage Rented
190	[redacted]	[redacted]

CSSOM Earned LDC 45 Hrs. *(Recent completed full quarter)*

[redacted]

CSSOM Actual LDC 45 Hrs *(Recent completed full quarter)*

[redacted]

Proposed Concept Narrative Facility Profile

The basis for this study is as follows:

Albany Delaware Station – located at 332 Delaware Ave Ste 1 Albany NY . The station is a leased facility. There is no street parking available since each avenue is a major thoroughfare to Delaware Avenue.

The station provides retail service and post office box service only. The station houses 190 post office boxes and [redacted] boxes are rented [redacted] It is staffed by one retail associate Monday through Friday. Their customers are primary residential and window hours of operation are Monday through Friday from 8:45am until 1:00pm and 2:00pm -4:30pm and Saturday 9:00am until 12:00pm. There are no bulk mailings accepted at this facility.

An analysis of revenue indicates that the station has experienced a [redacted] decline in revenue over the past year. This station had a [redacted] decline in customer visits and [redacted] decline in transactions however the cost to staff the station remains the same.

The District is proposing to close this station and relocate the post office boxes to either Delmar Post Office located 1.4 miles away at 357 Delaware Ave Delmar NY or Albany Main Post Office located 2.7 miles away at 45 Hudson Ave Albany NY. Customers can use either the Empire State Plaza Station (1.2 miles) or the Capitol Station located on 25 Eagle St (1.4 miles) to conduct their mailing business. There are 10 post offices and 30 stamps on consignment within a 3 mile radius of the Delaware Station. According to the drive time analysis to reach any of these locations the drive time would be approximately 5 minutes.

ITEM NO. 12209 15 2

Alternate access channels, such as an Automated Postal Center, Contract Postal Unit (CPU), or Stamps on Consignment location are all popular and successful methods to increase customer access while saving money. Traditional brick and mortar is a necessity, however, it is imperative that we consider other lower cost means of customer access to remain competitive.

This proposal will allow customers to retain their current address and post office box number. Albany Main Office retail hours of operation are Monday through Friday from 8:30am – 5:30pm with no Saturday hours. Delmar hours of operation are Monday through Friday 8:00-5:00pm and Saturday 9:00am-1:00pm.

This initiative will reduce clerk hours, which will realize a labor savings. By moving PO Box section to Delmar or Albany Main, we can terminate the lease for Delaware. An estimated savings of $[redacted] in the first year, which includes a one time cost of [redacted] to restack PO Boxes at the proposed location. A cost savings of [redacted] annually thereafter with a 30 day lease notice. This will contribute in the long run to stable postage rates and savings for our customers.

[redacted]

District Manager Signature

8/13/06
Date

Area Vice President Concurrence

Date

DOCKET ITEM NO. 12209 15 5

STATION AND BRANCH OPTIMIZATION

STATION AND OFFICE NAME: Albany-Delaware Station 332 Delaware Ave Ste 1 Albany NY 12209-9998	(COST)/SAVINGS ONE TIME	ANNUAL
	1,385 sq ft	
UTILITIES COSTS		[redacted]
MAINTENANCE LABOR		
CARRIER ROUTE TRANSPORTATION		N/A
CARRIER LABOR		N/A
LEASE SAVINGS (available on 30 days notice)		$13,900
BROKERS OPINION OF VALUE	N/A	
BUILD-OUT / RENOVATIONS (restack boxes at receiving offices)	[redacted]	
PARKING (IF MOVING CARRIERS)		N/A
INTER -STATION MAIL TRANSPORTATION		[redacted]
CLERK LABOR PC (CSV MODEL) (1.1 PS-06 SSA)		
EAS SAVINGS - # OF POSITIONS		
PO BOX MODIFICATIONS / MOVEMENT A43		
	YTD ACTUAL	% SPLY
WALK-IN REVENUE	[redacted]	
CUSTOMER VISITS		
TOTAL TRANSACTIONS		
	# OVER 5 MINUTES	
# WTIL OVER 5 MINUTES IN 2008/2009	0.00	#DIV/0!

# wtil over 5 min 08/09	2008	2009
0.00	0.00	0.00

Return To :

Date:_____

Rich Adessa
CIC Secretary Northeast Area
6 Griffin Rd N
Windsor CT 06006

VEHICLES AVAILABLE BY HOUSEHOLD - City of Albany by Census Tracts

ITEM NO. 7

12209 - 16 - 1

H44. TENURE BY VEHICLES AVAILABLE [15] -
Universe: Occupied housing units

	Total Households (HHs)	Total HHs No Vehicle	Pct HHs No Vehicle
New York State	7,056,860	2,092,756	29.66
Albany County	120,512	17,284	14.34
Albany city	40,709	11,253	27.64
CT 1	651	193	29.65
CT 2	2,275	1,123	49.36
CT 3	2,376	751	31.61
CT 4.01	825	97	11.76
CT 4.03	2,190	331	15.11
CT 4.04	22	0	0.00
CT 5.01	1,574	527	33.48
CT 5.02	957	173	18.08
CT 6	1,336	503	37.65
CT 7	1,575	564	35.81
CT 8	1,012	513	50.69
CT 11	778	571	73.39
CT 14	2,428	737	30.35
CT 15	2,193	639	29.14
CT 16	1,844	336	18.22
CT 17	1,808	212	11.73
CT 18.01	3,172	374	11.79
CT 18.02	1,899	296	15.59
CT 19.01	1,132	92	8.13
CT 19.02	1,134	100	8.82
CT 20	2,403	440	18.31
CT 21	1,308	440	33.64
CT 22	1,353	475	35.11
CT 23	1,030	397	38.54
CT 25	1,367	733	53.62
CT 26	2,067	636	30.77

Okwen station
Post office serves

20
21
23
26

SOURCE:
U.S. Census Bureau Census 2000
Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data
CT = Census Tracts

Submitted at Community Meeting to Add to the Record

12209
16
2

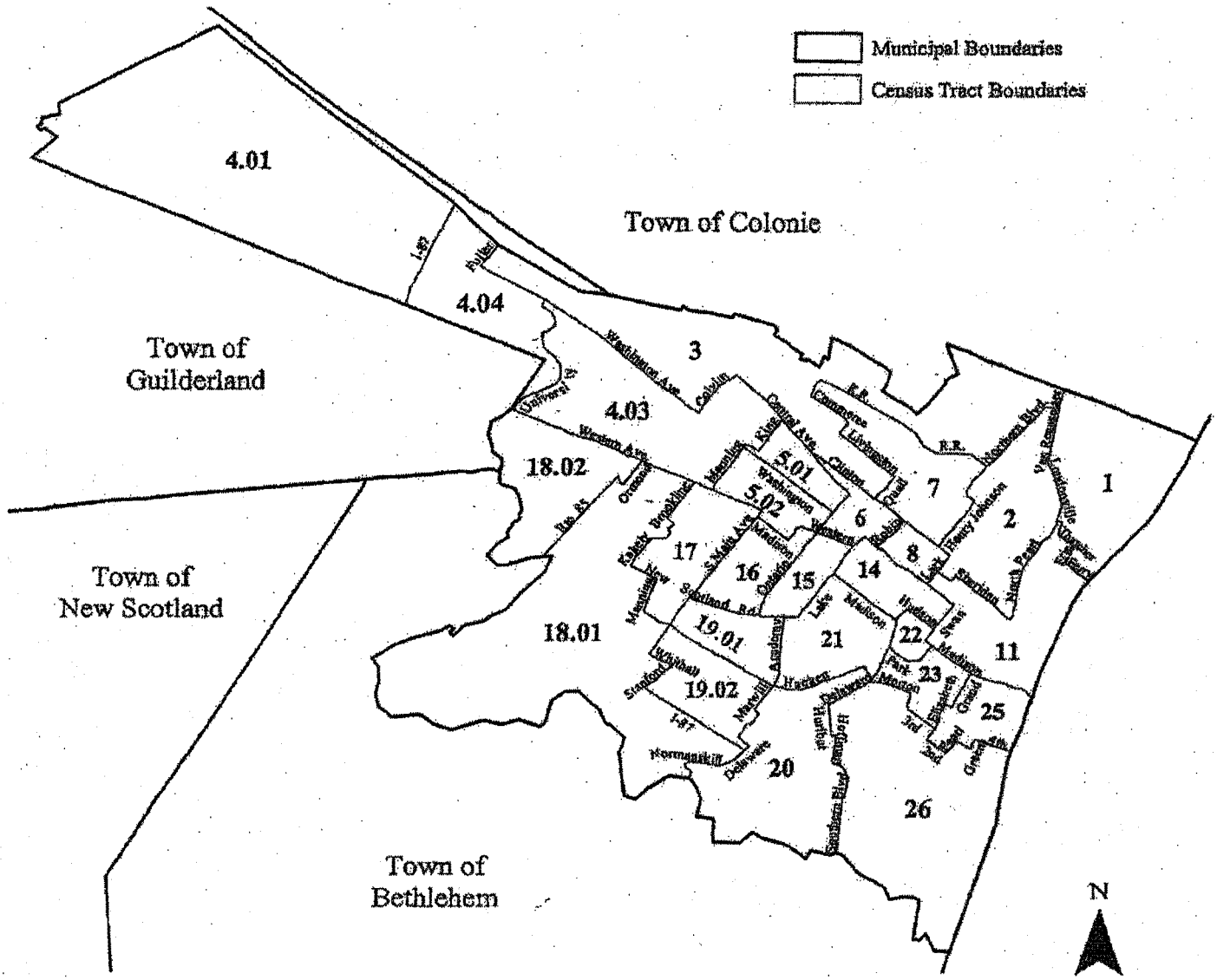
VEHICLES AVAILABLE BY HOUSEHOLD - City of Albany by Census Tracts

H44. TENURE BY VEHICLES AVAILABLE [15] -
Universe: Occupied housing units

	Total Households (HHs)	Total HHs No Vehicles	Pct HHs No Vehicles
United States	105,480,101	10,861,067	10.30
New York State	7,056,860	2,092,756	29.66
Albany County	120,512	17,284	14.34
Albany city	40,709	11,253	27.64
Berne town	1,099	14	1.27
Bethlehem town	12,112	540	4.46
Coeymans town	3,121	247	7.91
Cohoes city	6,932	1,267	18.28
Colonie town	30,980	2,033	6.56
Green Island town	1,073	134	12.49
Guilderland town	13,422	598	4.46
Knox town	952	44	4.62
New Scotland town	3,342	103	3.08
Rensselaerville town	779	41	5.26
Watervliet city	4,665	927	19.87
Westerlo town	1,326	83	6.26

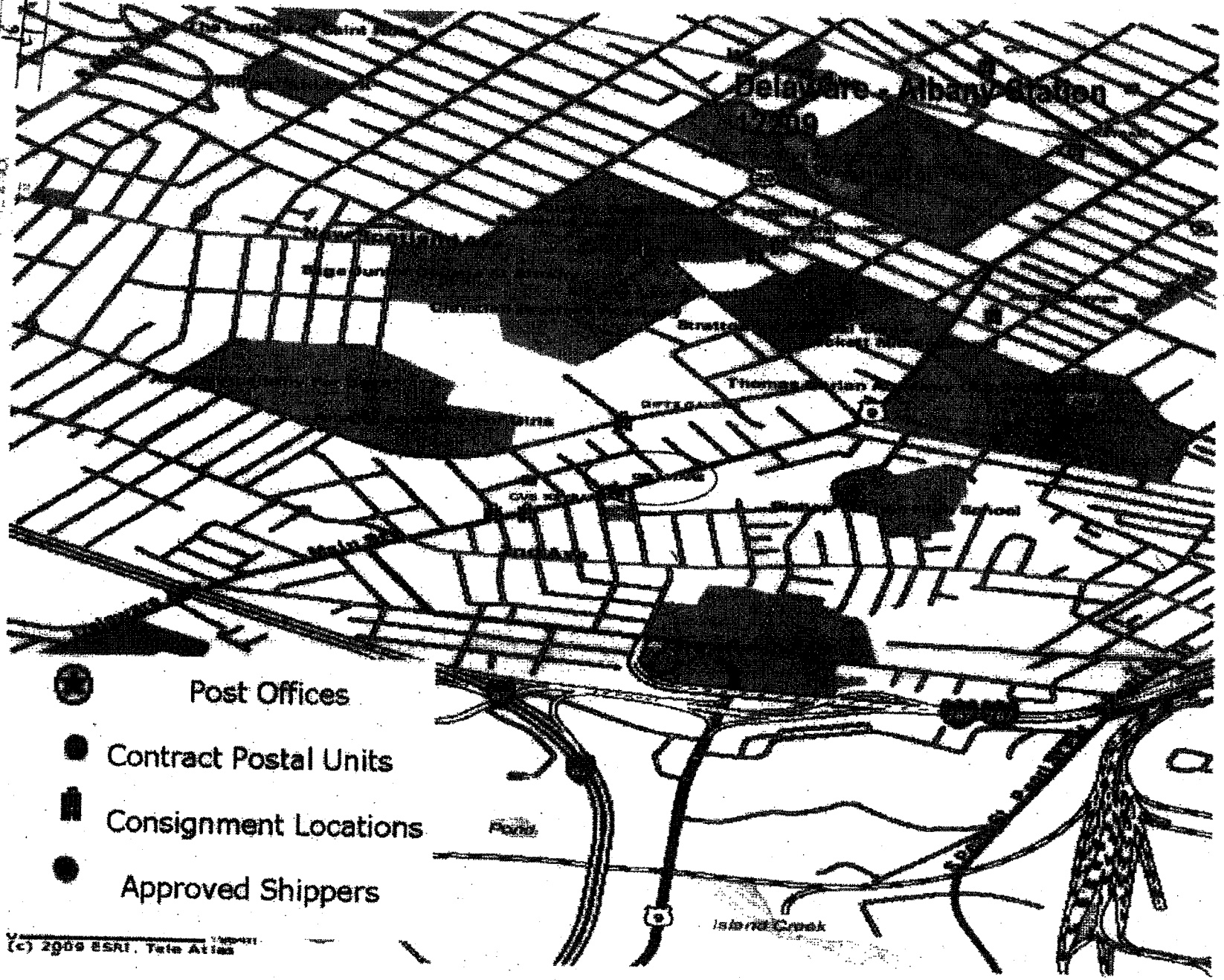
SOURCE:
U.S. Census Bureau Census 2000
Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data
CT = Census Tracts

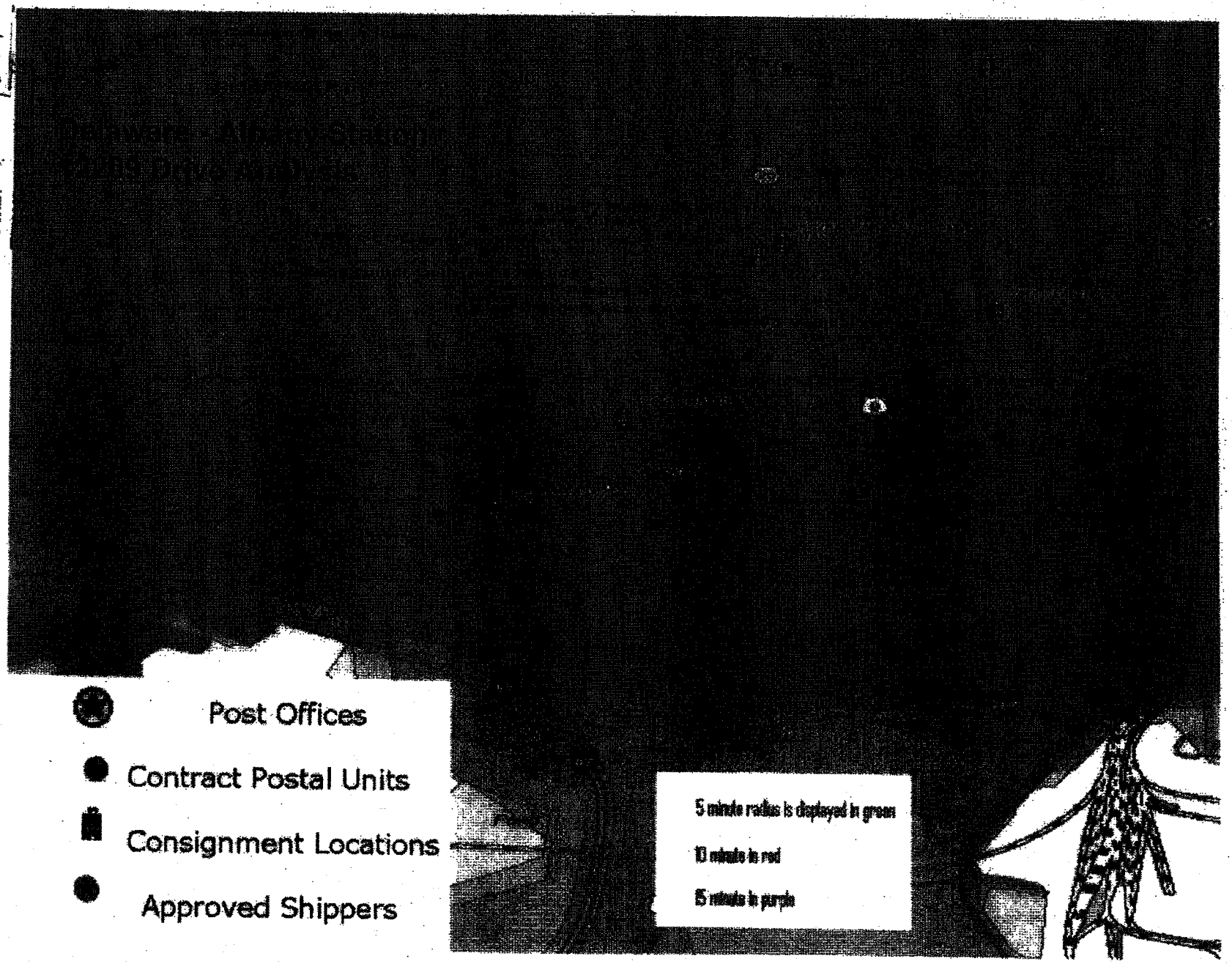
Albany County 2000 Census Tracts
Inset B
City of Albany



Prepared by the Capital District Regional Planning Commission

0 0.5 1 2 3 4 Miles


Delaware - Albany Station
Post Offices
Contract Postal Units
Consignment Locations
Approved Shippers
(c) 2009 ESRI, Tele Atlas


Post Offices
Contract Postal Units
Consignment Locations
Approved Shippers
5 minute radius is displayed in green
10 minute is red
15 minute is purple

UNITED STATES POSTAL SERVICE

Station and Branch Optimization Concept Briefing Sheet

12209-17

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Station/Branch Name

Albany - Delaware Station

Current Facility Use *(Check all that apply)*

☒ Retail ☒ PO Box ☐ Delivery ☐ BMEU ☐ DDU

Projected 2009 Walk in Revenue

[redacted]

Total Number of PO Boxes	Number of PO Boxes Rented	Percentage Rented
190	[redacted]	[redacted]

CSSOM Earned LDC 45 Hrs. *(Recent completed full quarter)*

[redacted]

CSSOM Actual LDC 45 Hrs *(Recent completed full quarter)*

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12209

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[redacted]

District Manager Signature

8/13/06

Date

Area Vice President Concurrence

Date

DOCKET
ITEM NO. 12209
17
3

STATION AND BRANCH OPTIMIZATION

STATION AND OFFICE NAME: Albany-Delaware Station 332 Delaware Ave Ste 1 Albany NY 12209-9998	(COST)/SAVINGS ONE TIME	ANNUAL
	1,385 sq ft	
UTILITIES COSTS		[redacted]
MAINTENANCE LABOR		
CARRIER ROUTE TRANSPORTATION		N/A
CARRIER LABOR		N/A
LEASE SAVINGS (available on 30 days notice)		$13,900
BROKERS OPINION OF VALUE		
BUILD-OUT / RENOVATIONS (restack boxes at receiving offices)	[redacted]	
PARKING (IF MOVING CARRIERS)		N/A
		[redacted]
INTER -STATION MAIL TRANSPORTATION		
CLERK LABOR PC (CSV MODEL) (1.1 PS-06 SSA)		
EAS SAVINGS - # OF POSITIONS		
PO BOX MODIFICATIONS / MOVEMENT A43		
	YTD ACTUAL	% SPLY
WALK-IN REVENUE	[redacted]	
CUSTOMER VISITS		
TOTAL TRANSACTIONS		
	# OVER 5 MINUTES	
# WTIL OVER 5 MINUTES IN 2008/2009	0.00	#DIV/0!

# wtil over 5 min 08/09	2008	2009
0.00	0.00	0.00

Return To :

Date:_____

Rich Adessa
CIC Secretary Northeast Area
6 Griffin Rd N
Windsor CT 06006

Tremblay, Nadine - Albany, NY

12209
18

rom:	Marion, Maureen P - Syracuse, NY
Sent:	Tuesday, August 18, 2009 12:03 PM
To:	Phelan Jr, Edward F - Albany, NY; YANNI, DAVID L - ALBANY, NY; Quillinan, John M - Albany, NY; Moak, Linda M - Albany, NY; Desrosiers, David H - Albany, NY
Cc:	Pepe, Margaret M - Albany, NY; Loehner, Dennis J - Albany, NY; Tremblay, Nadine - Albany, NY
Subject:	!! In case you missed it: Albany Common Council holds hearing on PO closings (WRGB CBS Albany)
Attachments:	Picture (Metafile)

Public invited to comment on resolution; USPS was not invited, was it?

Public invited to comment on proposed post office closings

Comments 1 | Recommend 0

August 17, 2009 2:59 PM

CBS 6 News

The Albany Common Council is inviting the public to weigh in on the proposed post office closings that would shut down five locations in the city of Albany.

The United States Postal Service last month announced it was eyeing 1,000 post offices across the country for possible closure because of its staggering financial troubles.

But news that seven local offices were being considered for closures -- five in Albany County, two in Schenectady County -- quickly prompted resistance from neighborhood residents.

Tonight's Common Council meeting agenda includes a resolution opposing the possible closings in the city, citing quality of life factors tied to the post offices (Delaware Station, Academy Station, Pine Hills Station, Fort Orange Station and Patroon Station).

Also included on tonight's agenda will be a resolution urging the federal government to consider forgiving student loans as part of a stimulus package for young graduates and to move forward on reforming the student loan process.

The meeting will be held at 7 p.m. on the second floor of city hall.

Delaware

DOCKET ITEM NO. 12209 19 1

NORTHEAST AREA OFFICE

UNITED STATES POSTAL SERVICE

August 31, 2009

MEMORANDUM FOR VICE PRESIDENT, NORTHEAST AREA OPERATIONS
MANAGERS, NORTHEAST AREA OFFICE
MANAGER, WINDSOR FACILITIES SERVICE OFFICE

SUBJECT: CIC Meeting # 8, FY 2009 – August 28, 2009

The Northeast Area Capital Investment Committee (CIC) reviewed the following projects on Friday, August 28 at the Northeast Area Office:

8-09 Station & Branch Optimization Study for Level 24's and above

Northeast Area Districts selected [redacted] Station and Branches as candidates for closing. The CIC was given an advance copy of the offices to review and provide any comments that would question the need to close these offices. CIC members were given a three part package covering a Data Sheet, Map of the area and Justification.

Before the CIC reviewed the individual offices, Elizabeth Doell was concerned that the CIC need to not just discuss "How much Revenue" but to evaluate the "Types of Revenue" brought in by the locations being reviewed. The committee discussed what revenue categories could potentially be cannibalized? Stamped revenue is unlikely to be cannibalized, although stamp access for current customers remained a consideration for the review process. P.O. Boxes fees, money order fees and package revenue are more likely revenue streams to be cannibalized. The probability of cannibalization increases when we impact customers with location changes that impact distance changes of greater than 3 miles or 10 minutes of travel time. Of particular concern were recommendations where proposed location changes positioned a competitor as more convenient option to the customer.

In the future, the Northeast Area review packages will require data and narrative on these issues to uncover the intangibles that a revenue number, on its own cannot reveal. The committee agreed to create one standard package that the Northeast Area Performance Cluster's can use. It was also decided that the competitor's location must be identified and standardized on the maps as part of this package. Current package requirements included year to date revenue information and annualized costs. The CIC used both year-to-date and annualized revenue information as part of the review process to maintain consistency with the package but also make valid revenue to expense comparisons.

At the CIC meeting the members were provided an updated list since the preliminary scoring showed that the [redacted] offices below were set aside for closing and didn't require additional review at this meeting. This somewhat helped to expedite the review process.

[redacted]

[redacted]

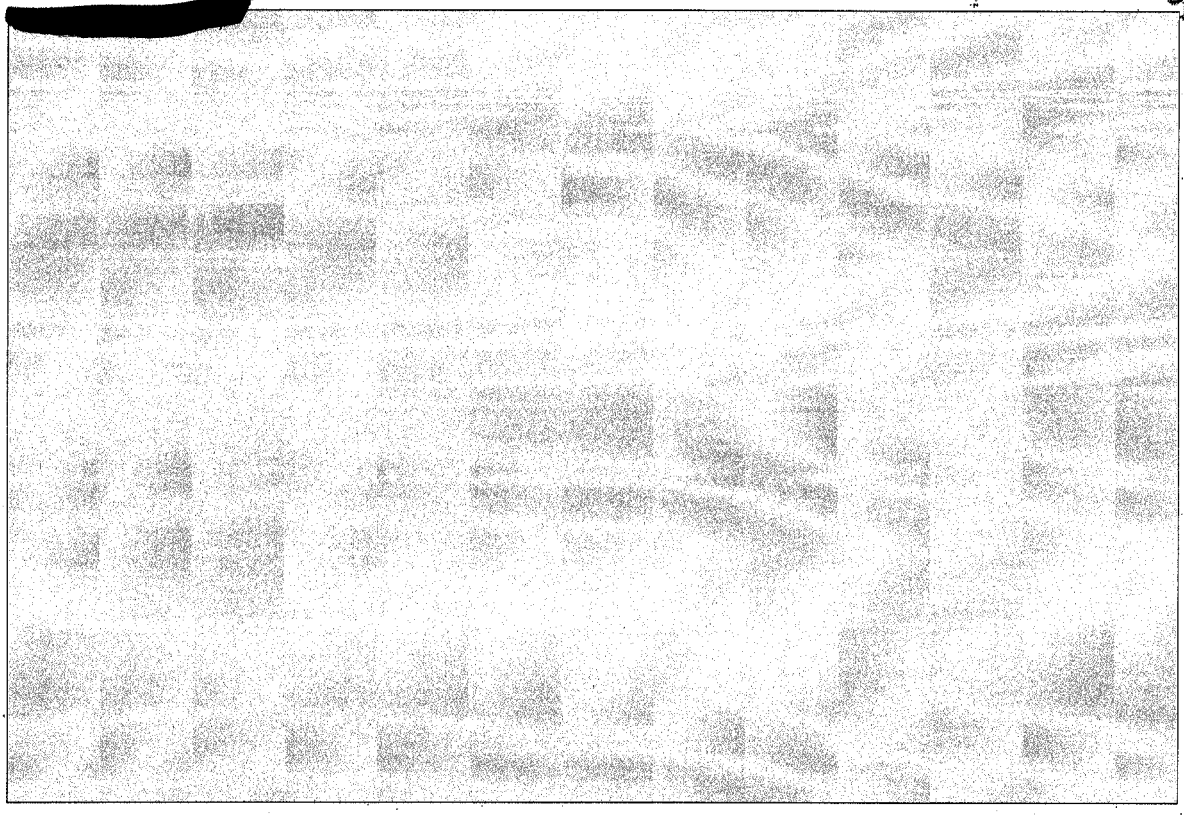
12209
19
2

The following [redacted] offices were standouts for closing. The following offices had either costly leases which would expire shortly and/or operational costs that were high and they turned out to be excellent candidates. [redacted]

[redacted]

12209 19

[redacted]



Area – Voting	Non – Voting
Elizabeth Doell – Chairperson Finance	Rich Uluski – NEA MOS
Michael Haggerty – In-plant Support (a)	R. Adessa – Secretary CIC
Laurie Timmons - Marketing	Robert McGrath - FSO
Anne Mailloux – Human Resources (a)	
Ron Grady – Area Maintenance (a)	

[redacted]

Elizabeth A. Doell, Chairperson
Capital Investment Committee

[redacted]

Rich Adessa, Secretary
Capital Investment Committee

cc: Alice Van Gorder, Manager, Customer Service Operations
Ken Currier, Manager Government Relations

Finance\CAPITAL\CIC\CIC#8-FY09

12209
20
1

Tremblay, Nadine - Albany, NY

From:	Marion, Maureen P - Syracuse, NY
Sent:	Tuesday, August 11, 2009 10:40 AM
To:	Moak, Linda M - Albany, NY; Quillinan, John M - Albany, NY; Phelan Jr, Edward F - Albany, NY; Loehner, Dennis J - Albany, NY; Tremblay, Nadine - Albany, NY
Cc:	Jung, Brenda A - Albany, NY
Subject:	Aug 11 Albany Times Union: Residents rallying today to save Albany post office
Importance:	High

Residents rallying today to save Albany post office

Staff reports
Last updated: 9:26 a.m., Tuesday, August 11, 2009

ALBANY – Residents and business owners will hold a rally today to try to convince the U.S. Postal Service to spare a Delaware Avenue post office from closure.

The 11 a.m. gathering is being held outside the Delaware Station Post Office at 332 Delaware Ave., according to Louise McNeilly of the Delaware Area Neighborhood Association.

"Citizens will kick off their petition drive, hold a mail-in and hear from those that would be affected by closure. No decision has been made yet about which post offices will close, but data is currently being collected," DANA members wrote in a statement issued today.

"The Delaware Station post office is essential to keeping our neighborhood vibrant and walkable. Seniors, visually impaired, and those without cars cannot drive to the remaining suburban post offices," the statement said. "Many businesses and residents moved to this great neighborhood because of the convenience of important services like the post office."

The Delaware Avenue station is one of seven post offices in the Capital Region that is among more than 700 in the country slated for possible closure or consolidation, according to a report.

Facilities targeted for possible closure include four in Albany, one in Menands and two in Schenectady, the report last week on the Postal Regulatory Commission's Web site said.

The U.S. Postal Service is looking at a possible loss of nearly $7 billion this fiscal year in spite of a 2-cent increase in the price of stamps in May, cuts in staff and removal of collection boxes, The Associated Press reported.

The possible closures come after a 20 percent drop in the volume of mail sent in the last 18 months.

Local facilities facing possible changes include: 332 Delaware Ave., 563 New Scotland Ave., 450 Central Ave. and 5 S. Allen St. in Albany; 93 W. Campbell Road and 224 Mohawk Ave. in Schenectady; and 1226 Broadway in Albany.

Tremblay, Nadine - Albany, NY

DOCKET NO. 12209
ITEM NO. XT
PAGE 1

From: Marion, Maureen P - Syracuse, NY
Sent: Wednesday, August 12, 2009 5:14 PM
To: [redacted]
Subject: RE: Delaware Station - 12209

Thank you for the update. As our studies continue locally and beyond, there will be a community input opportunity for the customers of those postal sites that present the strongest business case, on paper, for consolidation. As we discussed, it is too soon to know which offices may be identified. But this feedback -- and more -- will be most useful in that process for those sites.

-----Original Message-----
From: [redacted]
Sent: Wednesday, August 12, 2009 11:46 AM
To: Marion, Maureen P - Syracuse, NY
Subject: Delaware Station - 12209

Hello!
We had a fantastic turn out for our Save Our Post Office gathering. We got 200 signatures and mailed more than 100 post cards. Every media outlet (print, tv & radio) were there. The speeches were very moving - wish you could have heard them. There is a lot of love for our post office. Especially from the seniors, new immigrants, disabled and others without cars in our neighborhood who will no longer be able to use the post office if this one closes.

Delaware Area Neighborhood Association
P.O. Box 9085
Albany, NY 12209
[redacted]
[redacted] For Immediate Release: August 11, 2009

DOCKET NO. 12209
ITEM NO. 21
PAGE 2

Save Our Delaware Station Post Office

Albany, NY – Tuesday, August 11 at 11 am residents and businesses gathered to support their neighborhood Delaware Station Post Office at 332 Delaware Avenue, Albany NY 12209.

Citizens kicked off the petition drive, mailed post cards to the US Postmaster General and heard from many people about the importance of keeping this post office open and providing needed services. The Post office is currently collecting data in order to decide what branches will stay open.

The Delaware Station post office is essential to keeping our neighborhood vibrant and walkable. As Laura Welles, resident and owner of GalleryDriver, Ltd. says, "Many of us moved to this neighborhood because we can walk to important services like the Post Office. Using a neighborhood post office is a better choice for environment. I don't want to have to drive out to a mall to do my business."

Sr. Euthia Benson, leader of the True Witness Apostolic Faith Church on Hurlbut, .s concerned about what closing the post office will mean for Seniors. "Many of our neighbors no longer drive, or they are unable to and rely on the Delaware Station post office for mail and post office boxes. It could be an especially great hardship for them and the disabled."

1st Ward Common Council Member Dominick Calsolaro comments that, " Our friendly neighborhood is also a neighborhood of choice for new immigrants who require money orders and international mail and others who would be forced to use costly check cashing services if not for the post office. It will also cost our merchants and home-based businesses more if they can no longer mail locally."

"At the same time the Federal Government is committing $13 million to the reconstruction of Delaware Avenue, there is the potential to undermine that helpful project by reducing essential postal services. It is the hub of our eighborhood," states Common Council President Shawn Morris.

Neighborhood advocate Louise McNeilly is concerned that "~~once~~ again we are 21 negatively impacted by public policies that benefit suburbs at ~~the expense of~~ 3 cities. Our post office is a neighborhood anchor that is essential for the health of our neighborhood business and residential climate."

Executive Director Marsha Nadell Penrose is embarking on an extensive rehab of a vacant building on Delaware Avenue for a successful nonprofit program. "We were definitely attracted to do development in this neighborhood by the ambiance which is enhanced by the many shops and services offered including the post office."

In a very short time more than 100 signatures have been gathered in support of the Delaware Station Post Office. Today we will officially distribute petitions to residents to gather signatures. Petitions will also be available in the library and at neighborhood businesses.

For more information, please call 432-0516 or 330-0990.

DOCKET ITEM NO. 12209 21 4

DELAWARE AREA NEIGHBORHOOD ASSOCIATION

P.O. Box 9085
Albany, NY 12209
Contact: Louise McNeilly
518.432-0516
518.330-0990 cell

For Immediate Release: August 11, 2009

Save Our Delaware Station Post Office

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The Delaware Station post office is essential to keeping our neighborhood vibrant and walkable. As Laura Welles, resident and owner of Gallery Driver says "Many of us moved to this neighborhood because we can walk to important services like the Post Office. Using a neighborhood post office is the environmental choice. I will not drive out to the mall to do my business."

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12209 - 21 - 5

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In a very short time more than 100 signatures have been gathered in support of the Delaware Station Post Office. Today we will officially distribute petitions to residents to gather petitions. Petitions will also be available in the library and at neighborhood businesses.

For more information, please call 432-0516 or 330-0990.

UNITED STATES POSTAL SERVICE

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ITEM NO. 22
PAGE 1

Albany District

Newsbreak

Update on Station and Branch Optimization

September 2, 2009 – Station and Branch consolidations are in the news again. Today the Postal Service filed an updated list of offices that remain under review with the Postal Regulatory Commission.

Initially, the Postal Service looked at all Stations and Branches in larger towns and cities. There are about 3,600 offices in that category. By the end of July, the number of Stations and Branches that were being more closely looked at was down to 677.

In today's filing with the Postal Regulatory Commission (PRC), the number is 413. Some offices have been ruled out at this time. Another update will be filed with the PRC in about a month.

As part of this intense examination of the way we do business, we have reviewed stations and branches in Level 24 and above Post Offices. While our studies have begun in our level 24 and above offices, it is likely that the Postal Service will expand its consolidation studies to more offices where opportunities may exist.

These offices remain under consideration for possible consolidation:

Albany
* Delaware - 332 Delaware Ave
* Patroon - 1226 Broadway
* Pine - 5 So. Allen St

Schenectady
* Scotia - 224 Mohawk Ave

Syracuse
* Elmwood - 1225 South Ave
* North Syracuse - 201 S Main St

Why are we considering consolidations? Of course there are significant changes in customer behavior. About thirty percent of our retail revenue is generated by alternate access channels, places like the supermarket checkout and at *usps.com*. We also see a shift in consumer preference from hard copy to electronic mail.

With less mail, fewer delivery routes are needed. And, as automated mail processing expands, less work space is required in the back of the office. Even fewer parking spaces are needed for employees and delivery vehicles. Other influences like changing demographics, changes to vehicle access and aging facilities also play a role.

Today's filing does not represent a final decision on consolidation. No final actions will be taken regarding consolidation as a result of this initiative until after Oct. 2, 2009. As the process continues, we will keep you informed.

Edward F. Phelan, Jr.
District Manager,
Albany District

www.usps.com

Tremblay, Nadine - Albany, NY

DOCKET NO. 12209
ITEM NO. 23
PAGE 1

From: Marion, Maureen P - Syracuse, NY
Sent: Tuesday, September 08, 2009 10:35 AM
To: Desrosiers, David H - Albany, NY; Loehner, Dennis J - Albany, NY; Tremblay, Nadine - Albany, NY; Phelan Jr, Edward F - Albany, NY
Cc: Pepe, Margaret M - Albany, NY
Subject: FW: Delaware Branch - Albany NY

Are we at the point of community meetings at this time?

-----Original Message-----
From: [redacted]
Sent: Tuesday, September 08, 2009 10:34 AM
To: Marion, Maureen P - Syracuse, NY
Subject: Delaware Branch - Albany NY

Hello Ms. Marion,

Our beloved neighborhood post office on a main street in Albany is one that is on the list for possible closure. Our neighbors are distraught over this. We've had well covered actions, met with our elected officials, done research proving our neighbors don't have cars and gotten over 700 signatures on petitions to date.

However we've heard that probably none of this will have any impact. Can someone from the US Postal Service come to our next neighborhood meeting, Thursday, September 10 at 7 and explain the process? And how we can best help to save our post office?

Thank you,

[redacted]

Tremblay, Nadine - Albany, NY

DOCKET NO. 12209
ITEM NO. 23
PAGE 2

From: Marion, Maureen P - Syracuse, NY
Sent: Tuesday, September 08, 2009 12:38 PM
To: [redacted]
Cc: YANNI, DAVID L - ALBANY, NY; Desrosiers, David H - Albany, NY
Subject: RE: Delaware Branch - Albany NY

Thank you for your outreach to us all. I will answer for our group in Albany.

Yes, at this time, the Delaware facility is still be studied for possible consolidation and is one of several in our District that still remains in study. These sites were selected, so far, because initial data collection point to savings sufficient to support consolidation. This remains a study and no decisions have been made.

What's next?

Headquarters will scrutinize our work. They will then identify those offices where we will be authorized to prepare a formal proposal of consolidation. Please note that such authorization is not a decision to consolidate, but it does begin the process that precedes consolidation.

In those identified sites, we are tasked by regulation to prepare a comprehensive analysis. There will be renewed elements of data collection, analysis of community postal needs and the effect of change on the community and on postal employees.

As mandated, we will use a community input process for impacted customers. These comments become part of the public record and will be an essential part of the final assessment of any consolidation. We anticipate questionnaires as part of this process. We will also brief local elected officials in those areas where we will seek formal community input. Data collection only tells part of the story. Public input shares more, as we both know.

However, it is premature -- still -- for us to visit your group or any group, for that matter. First, we do not know yet which offices, if any, will proceed to a formal action of consolidation. At that point, we will have information to share which you can use to assess our plan of action. And, because our community input process

has a very formal community input process, your comments will become public record and portable, all the way to postal HQ. 12209 25 3

At this point, I cannot stress enough: This is still a study; our fact finding is not done. To speak without all of our data collection in place is not right for our speakers and a forum that is not on the public record, for the purposes of this process, is not quite right for your group either. That is why this is premature at this time.

-----Original Message-----
From: [redacted]
Sent: Tuesday, September 08, 2009 10:34 AM
To: Marion, Maureen P - Syracuse, NY
Subject: Delaware Branch - Albany NY

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However we've heard that probably none of this will have any impact. Can someone from the US Postal Service come to our next neighborhood meeting, Thursday, September 10 at 7 and explain the process? And how we can best help to save our post office?

Thank you,

[redacted]

UNITED STATES
POSTAL SERVICE

12209
24
1

September 30, 2009

POSTAL INSPECTION SERVICE

SUBJECT: POSSIBLE DISCONTINUANCE OF POST OFFICE

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the Albany Delaware Station Post Office, 12209-9998, located in Albany 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.

Nadine Tremblay
Post Office Review Coordinator

Enclosure: Return Envelope

No records found ☐

Comments/Findings: _____

_____

_____

_____

Signature _____ Title _____

Date _____

Gorman, Gayla M - Washington, DC

From: Eyre, Jane G - Washington, DC
Sent: Tuesday, November 02, 2010 9:25 AM
To: Gorman, Gayla M - Washington, DC
Subject: FW: Emailing: del docket 25-1 to 33-18.pdf

Attachments: del docket 25-1 to 33-18.pdf

del docket 25-1 to 33-18.pdf (...

From: Desrosiers, David H - Albany, NY
Sent: Friday, October 29, 2010 2:12 PM
To: Eyre, Jane G - Washington, DC
Cc: Hines, Marita E - Washington, DC
Subject: FW: Emailing: del docket 25-1 to 33-18.pdf

David H. Desrosiers
Manager Consumer Affairs and Claims
Albany District
518-452-2406

-----Original Message-----
From: Tremblay, Nadine - Albany, NY
Sent: Friday, October 29, 2010 1:46 PM
To: Desrosiers, David H - Albany, NY
Subject: Emailing: del docket 25-1 to 33-18.pdf

Part 3 of 7

The message is ready to be sent with the following file or link attachments:

del docket 25-1 to 33-18.pdf

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Nadine Tremblay
Post Office Review Coordinator
USPS-Albany District
30 Karner Rd
Albany NY 12288-9311
(518) 452-4080
(518) 464-7429 fax

UNITED STATES POSTAL SERVICE

ITEM NO. 12209-25

To our valued boxholders at Delaware Station:

As the postal manager responsible for the post office in this area, I would like your opinion concerning a possible change in the way local postal services are provided. Our tentative plans will only lead to a formal change if we are satisfied that regular, effective service can be provided. That's why your opinion is so very important.

Why is a change necessary here or anywhere?
With changes in mailing habits and the recession-related drop in mail volume, Postal Service processes less mail today. As a result, revenues that fund the Postal Service have fallen significantly. The Postal Service is responding aggressively with a variety of initiatives including voluntary early retirement offers to employees, consolidating mail processing operations and adjusting carrier routes across the board. In the last year, we have cut nearly $6 billion in costs.

But the changes we have made are still not enough. Remember, the Postal Service receives no tax dollars. We have to look for ways to save your postage dollars. We are reviewing our retail network –more than 33,000 locations – with an eye toward becoming more efficient while maintaining easy customer access to our services.

Why here? The change in workload is just part of the story. Regular customers of this facility will find that we have 2 other postal facilities located within a 3 mile radius.

Where can I find Postal Services nearby?

The Delmar Post Office has full retail service hours from 8:30 a.m. to 5:00 p.m., Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturday.

The lobby is open from 7:00 a.m. to 5:15 p.m. Monday through Friday and 7:00 am to 1:15 p.m. on Saturday for pick up of post office box mail.

Retail services are also available at the Main Office located 2.7 miles away at 45 Hudson Ave Albany NY 12207. Hours of service at this office are 8:30 a.m. to 5:30 p.m., Monday through Friday. Post Office Box mail can be picked up 6:00 a.m., to 5:30 p. m. Monday through Friday and 6:00 a.m. to 12:00 p.m. Saturdays.

As a result, we are considering consolidation of the Delaware Station, located at 332 Delaware Ave., Albany, NY 12209.

What could this mean? If we pursue consolidation, the Postal Service would relocate your post office box to either the Delmar Post Office to the Main Office in Albany, NY located within a 3 mile radius of Delaware Station.

If a change to service does occur, Post Office Box customers from this office will not be required to change their address when relocating their box service to either the Delmar, or Albany Main Post Offices. However, if you prefer street delivery of your mail, or opt to establish a post office box elsewhere, you will need to file a change of address.

We need your opinions to complete our study. If you would like an opportunity to discuss alternatives with us or to present written comments that will be added to the public record on this study, please be advised that postal representatives will host an information session at the Elks Lodge located at 25 South Allen, Albany NY 12208 on November 4, 2009 beginning at 4: p.m..
Or, you may direct questions to ***CONSOLIDATION STUDY – Consumer Affairs, 30 Old Karner Road, Albany NY 12288-9631.*** We look forward to your comments.

Sincerely,

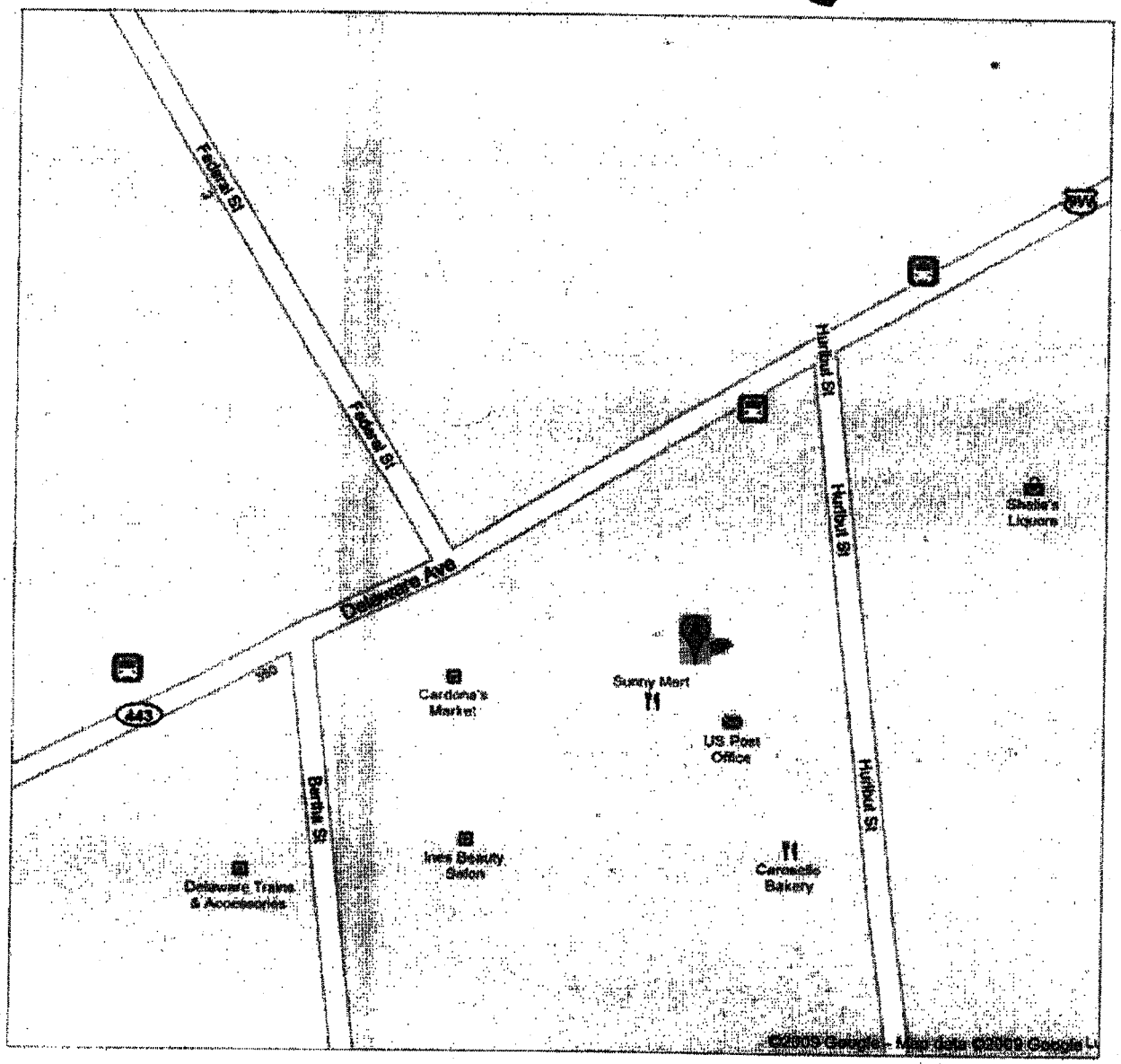
Margaret Pepe
Manager, Customer Relations, Albany District

Google maps Address 332 Delaware Ave
Albany, NY 12209

Get Google Maps on your phone
Text the word "GMAPS" to 466453

Google maps Address 332 Delaware Ave
Albany, NY 12209

Get Google Maps on your phone
Text the word "GMAPS" to 466453



Map of nearby businesses

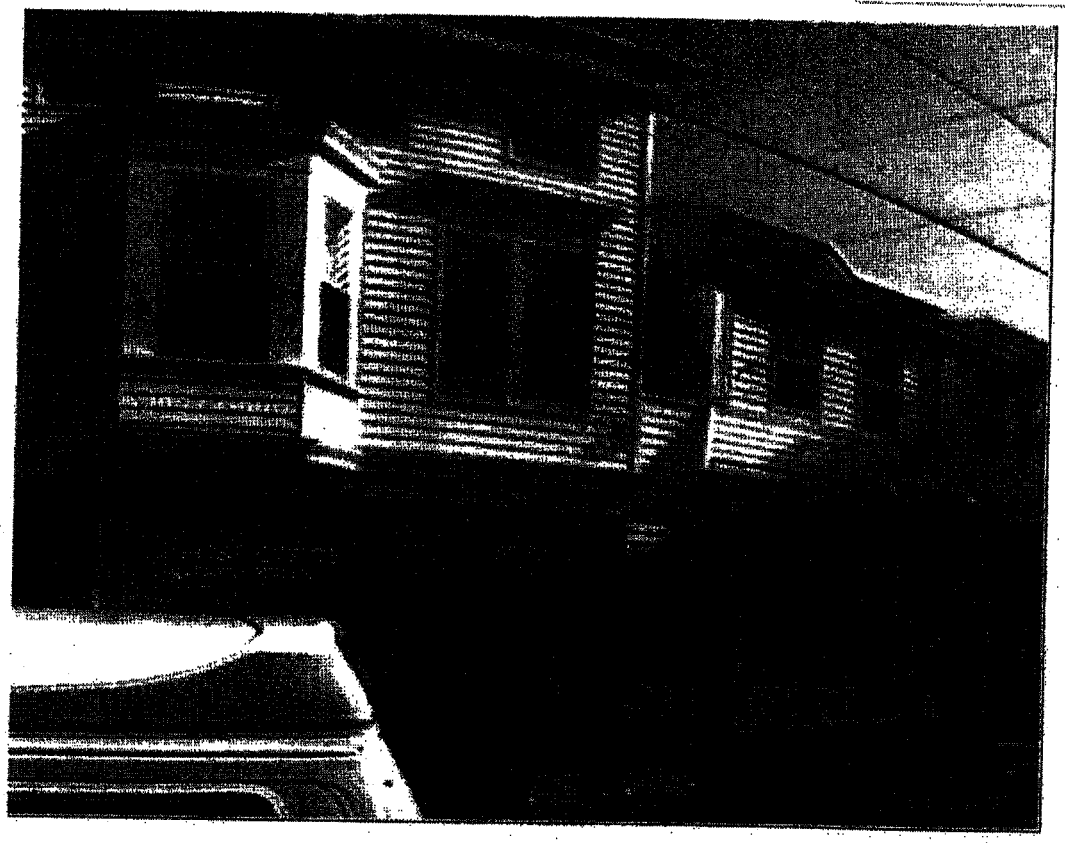
12209
26
3

Google maps

Address 336 Delaware Ave

Address is approximate

Save trees. Go green!
Download Google Maps on your phone at google.com/gmm



South
Front of PD

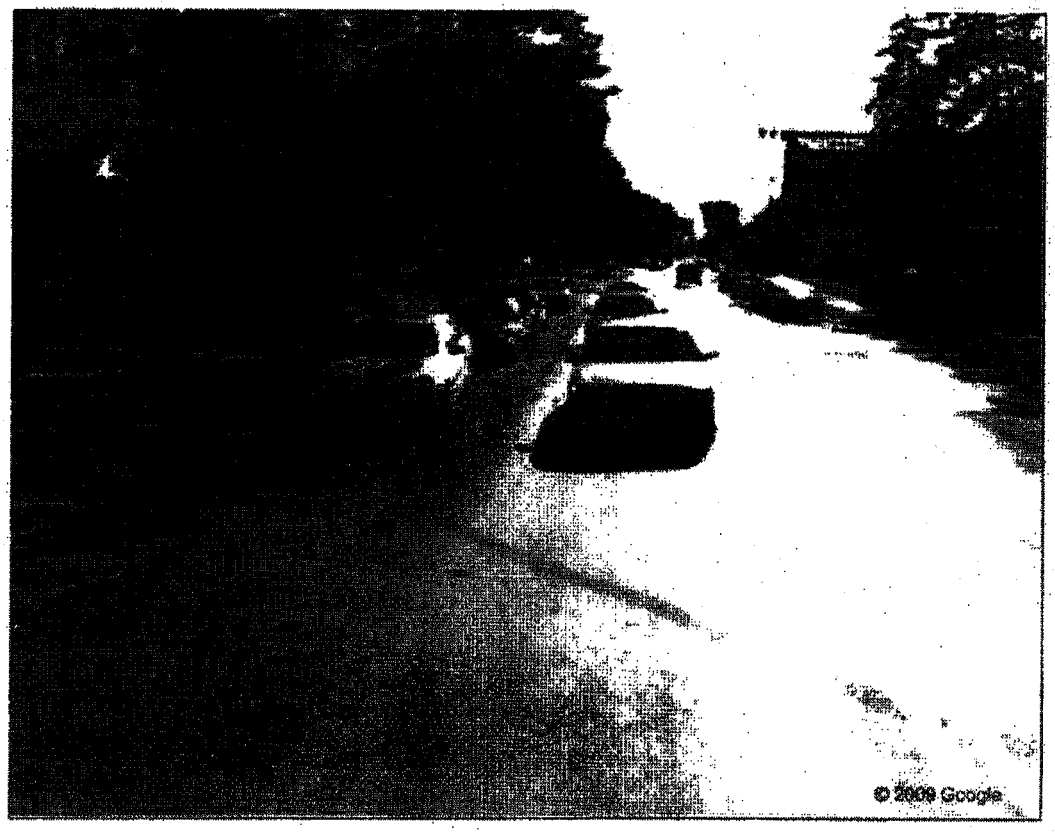
12209
26
4

Google maps

Address: 336 Delaware Ave

Address is approximate

Save trees. Go green!
Download Google Maps on your phone at google.com/gmm



West
Delaware & Federal

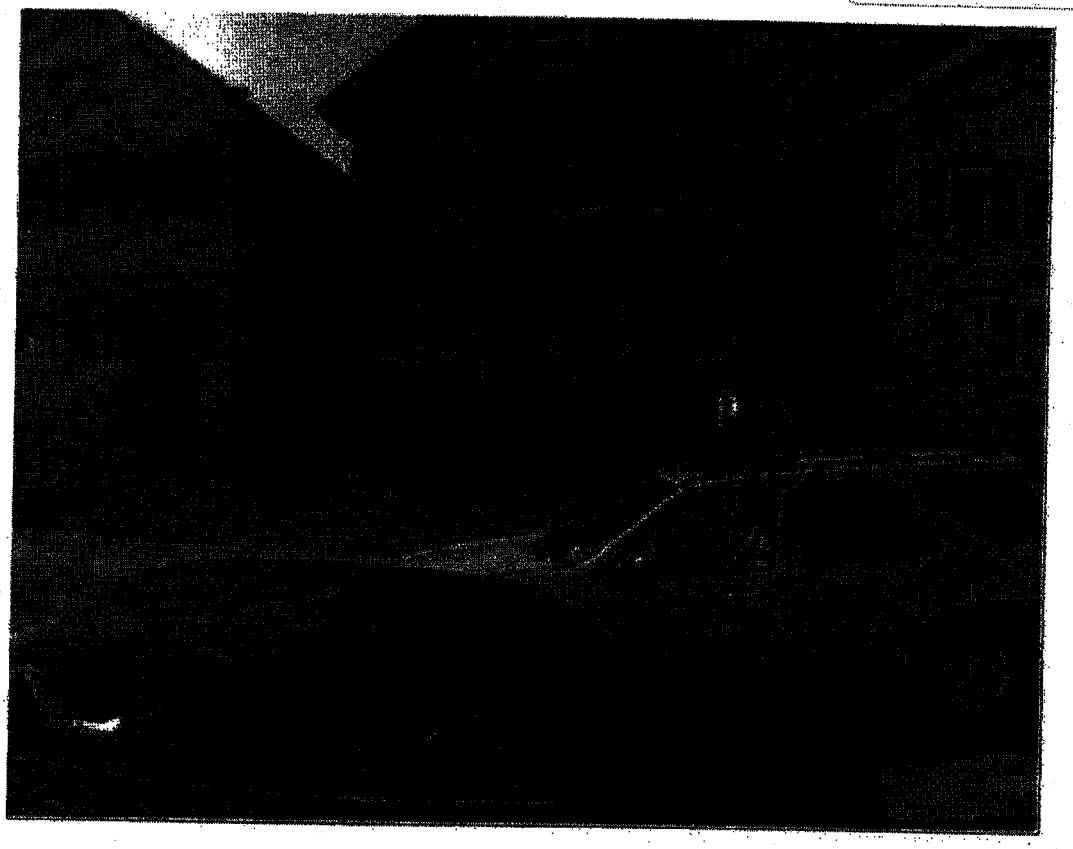
12209
26
5

Google maps

Address 336 Delaware Ave

Address is approximate

Save trees. Go green!
Download Google Maps on your phone at google.com/gmm



North
Across St

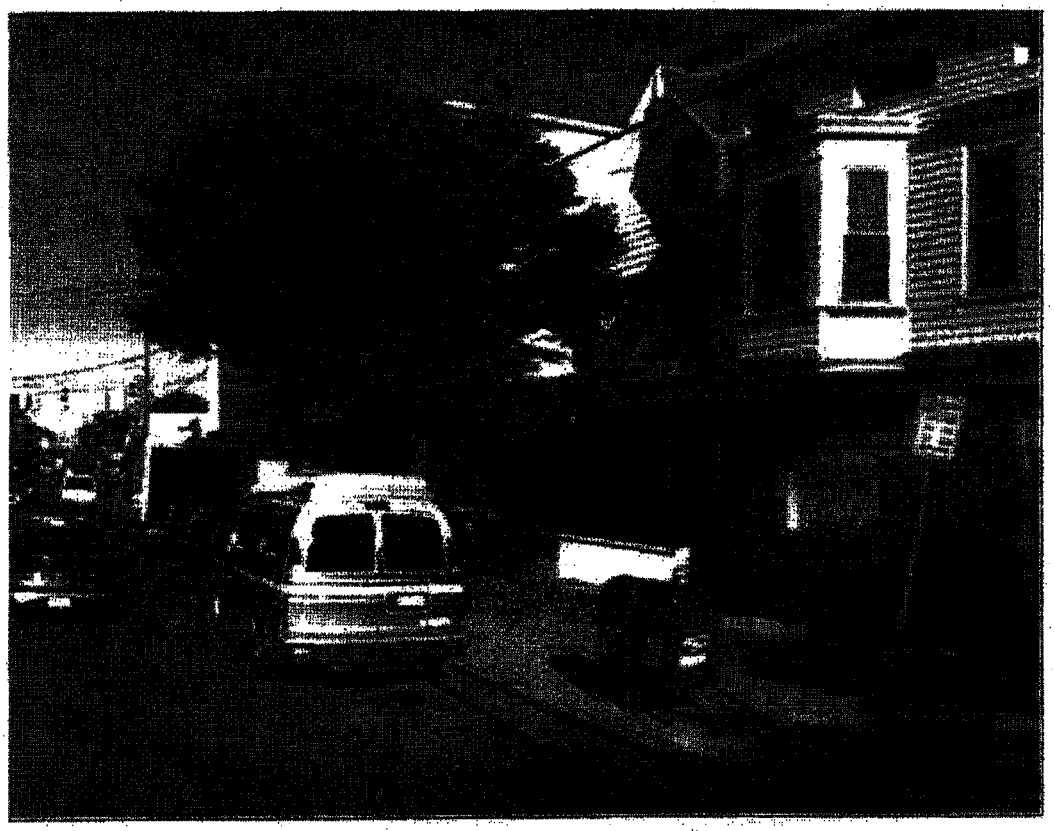
Google maps

Address **340 Delaware Ave**

Address is approximate

12209
26
6

Save trees. Go green!
Download Google Maps on your phone at **google.com/gmm**



~~West~~ East
Delaware + ~~[illegible]~~
Hurlburt St

39 U.S. Code Section 101

Submitted at Community meeting

01/08/2008

12209
27

-CITE-

39 USC Sec. 101

-EXPCITE-

TITLE 39 - POSTAL SERVICE

PART I - GENERAL

CHAPTER 1 - POSTAL POLICY AND DEFINITIONS

-HEAD-

Sec. 101. Postal policy

-STATUTE-

(a) The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by Act of Congress, and supported by the people. The Postal Service shall have as its basic function the obligation to provide postal services to bind the Nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities. The costs of establishing and maintaining the Postal Service shall not be apportioned to impair the overall value of such service to the people.

(b) The Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities.

(c) As an employer, the Postal Service shall achieve and maintain compensation for its officers and employees comparable to the rates

12209
27
2

and types of compensation paid in the private sector of the economy of the United States. It shall place particular emphasis upon opportunities for career advancements of all officers and employees and the achievement of worthwhile and satisfying careers in the service of the United States.

(d) Postal rates shall be established to apportion the costs of all postal operations to all users of the mail on a fair and equitable basis.

(e) In determining all policies for postal services, the Postal Service shall give the highest consideration to the requirement for the most expeditious collection, transportation, and delivery of important letter mail.

(f) In selecting modes of transportation, the Postal Service shall give highest consideration to the prompt and economical delivery of all mail and shall make a fair and equitable distribution of mail business to carriers providing similar modes of transportation services to the Postal Service. Modern methods of transporting mail by containerization and programs designed to achieve overnight transportation to the destination of important letter mail to all parts of the Nation shall be a primary goal of postal operations.

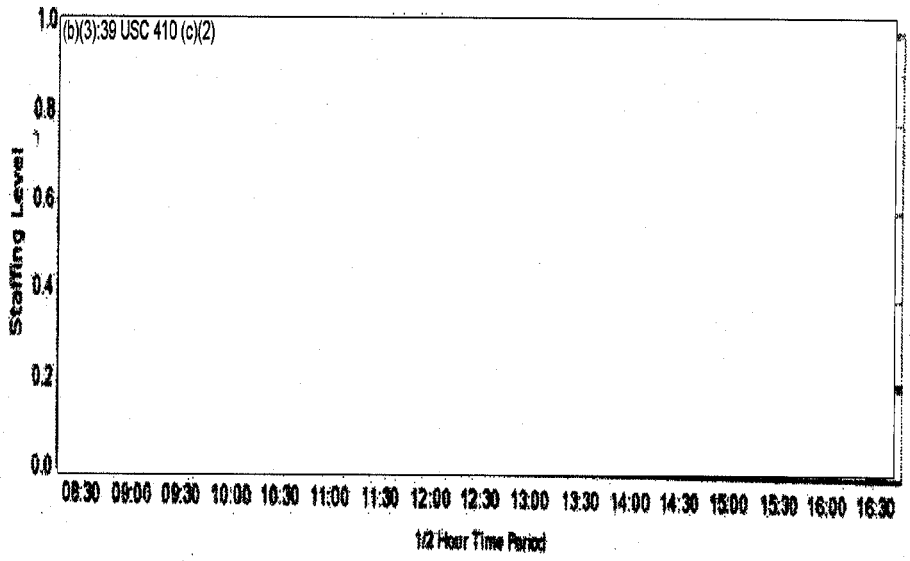
(g) In planning and building new postal facilities, the Postal Service shall emphasize the need for facilities and equipment designed to create desirable working conditions for its officers and employees, a maximum degree of convenience for efficient postal services, proper access to existing and future air and surface transportation facilities, and control of costs to the Postal Service.

WOS Earned - Actual Staffing Graph

Report Filter:
Retail Unit In List (DELAWARE STATION [redacted]) and Month In List (Oct 2009, Mar 2009)
(Actual Terminal Staffing per Day Greater than 0)
View Filter:
The filter is empty.

WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Oct/Mar Modeled Staffing per Day
08:30			[redacted]	
09:00				
09:30				
10:00				
10:30				
11:00				

11:30	
12:00	
12:30	
13:00	
13:30	
14:00	
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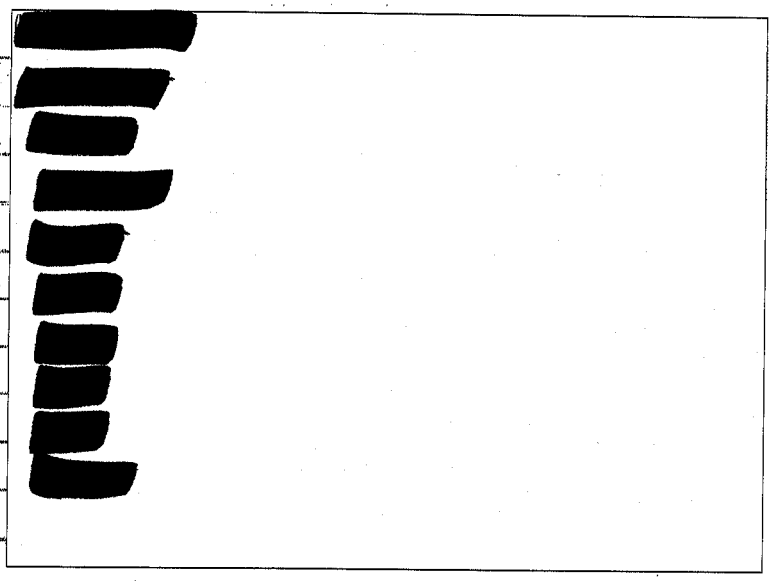
15:30	
16:00	
16:30	



Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
DELAWARE STATION [redacted]	Sep 2009

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
Operational Data	Customer Visits						
	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
Business Days	Business Days						

[redacted]

11/2/2009

[redacted]

Retail Productivity	WIR / POS ONE Terminal Hr	[redacted]
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

DOCKET NO. 12209
TITLE NO. 28
SCALE 4

Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and						

[redacted]

		[redacted]
	Photo Services	
	Phonecards	
	Retail Services	
	Customer Visits	
Operational Data	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
Retail Productivity	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

12209
28
5

[redacted]

[redacted]

Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
DELAWARE STATION [redacted]	Sep 2008

12209
28
6

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
Walk-In Rev (WIR)	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
Operational Data	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
Business Days	Business Days						

[redacted]

11/2/2009

Retail Productivity	WIR / POS ONE Terminal Nr	[redacted]
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

12209
28

Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and ENCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
Walk-In Rev (WIR)	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and						

[redacted]

[redacted]

12209
28
8

	Photo Services	[redacted]
	Phonecards	
	Retail Services	
	Customer Visits	
Operational Data	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
Retail Productivity	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

[redacted]

11/2/2009

[redacted]

Retail Unit	Month
DELAWARE STATION [redacted]	Sep 2007

12209
28
9

Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
Walk-In Rev (WIR)	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
Operational Data	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
Business Days	Business Days						

[redacted]

11/2/2009

[redacted]

Retail Productivity	WIR / POS ONE Terminal Hr	[redacted]
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

1209
28
10

Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total	[redacted]					
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						

[redacted]

12209
28

	Passport Fees and Photo Services	[redacted]
	Phonecards	
	Retail Services	
	Customer Visits	
Operational Data	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
Retail Productivity	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

[redacted]

11/2/2009

[redacted]

12209

CSM Residential/Small Business NPA Index Trend Report

Trend for Fiscal Year: 2009

ZIP3 122 - ALBANY NY

	Baseline	Oct YTD	Nov YTD	Dec YTD	Jan YTD	Feb YTD	Mar YTD	Apr YTD	May YTD	Jun YTD	Jul YTD	Aug YTD	Sep YTD
RESIDENTIAL HOUSEHOLDS													
Contact Experience													
4bb. Accuracy of the information for most recent contact													
7bd. Obtaining the information or help you needed for most recent contact													
7bc. Speed of response for most recent contact													
Contact Index													
Post Office Experience													
7g. Clerks provided the information needed to complete your tasks													
7f. Clerks worked efficiently and valued your time													
7e. Clerks were courteous and pleasant													
Post Office Index													
Delivery and Processing Experience													
1b. Delivery of mail in good condition													
3c. The time it usually takes for a letter you send to be delivered in your local area													
1a. Delivery of mail to the correct address													
Delivery and Processing Index													
Total RESIDENTIAL HOUSEHOLDS													
SMALL BUSINESS (PREFERRED) ACCOUNTS													
Contact Experience													
13a. Accuracy of the information for most recent contact for your business													
14d. Obtaining the information or help you needed for most recent contact for your business													
13c. Speed of response for most recent contact for your business													
Contact Index													
Post Office Experience													
15g. Clerks provided the information needed to complete your tasks													
15f. Clerks worked efficiently and valued your time													
Post Office Index													
Delivery and Processing Experience													
3d. Delivery of mail in good condition													
6a. The time it usually takes for a letter your business sends to be delivered in your local area													
8a. Time of day mail is delivered by carrier or can be picked up at post office													
8c. Delivery of mail about the same time each day													
Delivery and Processing Index													
[redacted]													
Total ZIP3 122 - ALBANY NY CSM NPA Index													

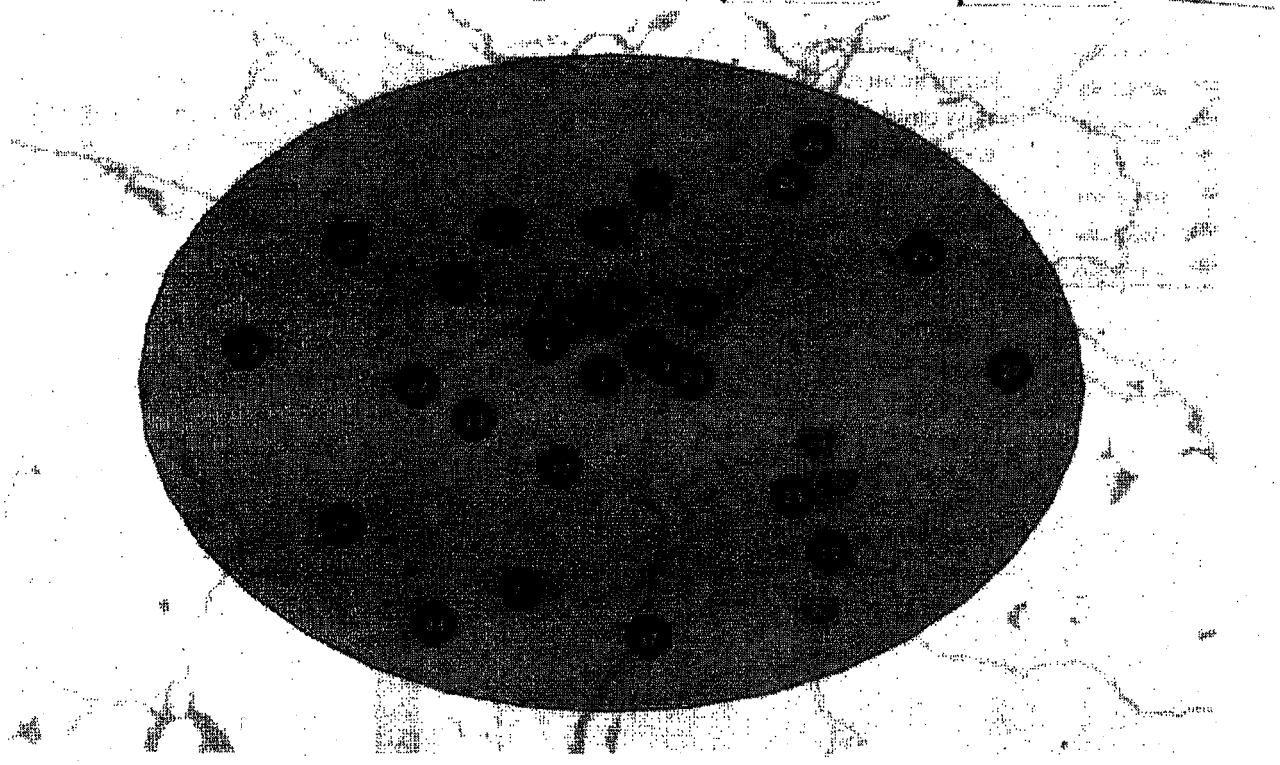
Node Name: 10 Mile Radius of Delaware Station 12209

Node #:

Area:

FY:

12209



	Property ID	Property Name	Existing Retail	Existing WR	Calc (+/-) Today Retail	Calc (+/-) Today WR	Calc (+/-) Future Retail	Calc (+/-) Future WR
1	(b)(2)	ALBANY DELAWARE STA	[redacted]				0	0
2		ALBANY ACADEMY STATION					0	0
3		ALBANY EMPIRE PLAZA FIN. STA					0	0
4		ALBANY STUYVESANT PLAZA STAT					0	0
5		ALBANY MAIN OFFICE					0	0
6		ALBANY PINE STATION					0	0
7		ALBANY ROESSLEVILLE BR - COLONIE					0	0
8		ALBANY LOUDONVILLE RETAIL BR					0	0
9		ALBANY PATROON STATION					0	0
10		ALBANY FT ORANGE STA					0	0
11		ALBANY CARRIER ANNEX II					0	0
12		CASTLETON ON HUDSON MAIN OFFICE					0	0
13		DELMAR MAIN OFFICE					0	0
14		EAST GREENBUSH MAIN OFFICE					0	0
15		EAST SCHODACK MAIN OFFICE					0	0
16		FEURA BUSH MAIN OFFICE					0	0
17		GLENMONT MAIN OFFICE					0	0
18		GUILDERLAND MAIN OFFICE					0	0

12209
30
25

19	[redacted]	LATHAM NEWTONVILLE BRANCH	[redacted]	0	0
20		RENSSELAER MAIN OFFICE		0	0
21		SELKIRK MAIN OFFICE		0	0
22		SLINGERLANDS MAIN OFFICE		0	0
23		SOUTH BETHLEHEM MAIN OFFICE		0	0
24		TROY GREEN ISLAND BRANCH		0	0
25		VOORHEESVILLE MAIN OFFICE		0	0
26		WATERVLIET MAIN OFFICE		0	0
27		WEST SAND LAKE MAIN OFFICE		0	0
28		WYNANTSKILL MAIN OFFICE		0	0

[redacted]

[redacted]

Tremblay, Nadine - Albany, NY

12209
3 1

From:	Marion, Maureen P - Syracuse, NY
Sent:	Wednesday, November 04, 2009 10:01 AM
To:	Phelan Jr, Edward F - Albany, NY; Pepe, Margaret M - Albany, NY; Loehner, Dennis J - Albany, NY; Tremblay, Nadine - Albany, NY; Desrosiers, David H - Albany, NY
Cc:	Finan, Joseph A - Albany, NY; Madonna, Mary K - Schenectady, NY; Weeks, Gail - Syracuse, NY; Behan, Maryrose - Albany, NY; Roy, Tatiana L - Hartford, CT
Subject:	In case you missed it: Albany Times Union: Post office hearings scheduled

Humberto called this morning and we spoke. I don't know how I missed him yesterday --- no call on my phone! Our advisory also popped up on Channel 3 NBC Syracuse.

Albany Times Union: Post office hearings scheduled

By **HUMBERTO MARTINEZ**, Staff writer
First published in print: Wednesday, November 4, 2009

ALBANY -- In what might be a last chance before any changes are made, public information sessions will be held for four Capital Region post offices scheduled for possible closing.

U.S. Postal Services offices in Albany, Menands, and Scotia remain on a list of post offices that could be shut down in an effort to cut costs.

Originally, seven Capital Region post offices were put on a list on Aug. 4 among 700 being considered for consolidation or closure. Three of those offices in the past few months have been whittled off the list, leaving only the offices at 332 Delaware Ave. and 5 S. Allen St. in Albany, 224 Mohawk Ave. in Scotia and 1226 Broadway in Menands.

Post Offices at 563 New Scotland Ave. and 450 Central Ave. in Albany, 224 Mohawk Ave. in Schenectady apparently have been saved from any changes.

The information sessions for the Delaware Avenue and Allen Street offices will be held at the Elks Lodge at 25 S. Allen today at 4 p.m.

The session for the office at 1226 Broadway in Menands will be at the American Legion Post, 1610 35 N. First St. at 6 p.m. Thursday.

The session for the office at 224 Mohawk Ave. in Scotia will be at 10 Prestige Parkway in Scotia at 6 p.m. Thursday.

The Postal Service is looking at a possible loss of nearly $7 billion this fiscal year in spite of a 2-cent increase in the price of stamps in May, cuts in staff and removal of collection boxes.

The volume of mail sent in the last 18 months has seen a 20 percent drop, said Maureen Marion, Albany district public affairs specialist for the Postal Service. People are changing the way they communicate, using e-mail and other online services, she said.

"We're dealing with changes with the way people use the postal service," Marion said in August. "Things that they're used to getting in their mailbox, they're probably getting on their computer. The sorts of things people put a stamp on, they're now clicking."

Marion, who was not available for comment on Tuesday afternoon, had said in August that customers would not

[redacted]

lose access to any services, but may have to access them in a different way.

Written comments will be accepted for 10 days beyond each session and sent to "Consolidation Study – Consumer Affairs", 30 Old Karner Rd, Albany NY 12288.

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31
2

Delaware
142

Community Meeting Roster

USPS Representatives (Names and Titles): Date: 11/4/09

David Desrosiers, Mgr. Cons. Affairs Joseph Finan (A) Postmaster Albany Time: 4:00 Pm 12209

Margaret Pepe, Mgr. Cust Rel. Anne Burton, Trans. Network Mgr. 32

Dennis Loehner, MOPS Nadine Tremblay, District Post Office Review Coor.

Maureen Marton, Comm. Prog. Spec.

Total Number of Customers Present: 20 of 38 Place: Elks Lodge 25 S. Allen St, Albany NY 12208

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
[redacted]		12205	
		12305	
		12209	[redacted]
		12209	
		12202	
		12209	
		12202	
		1220	
		12203	
		12202	
		12209	
		12209	
		12209	
		12209	
		12209	
		12209	
		12209	
		12208	
		12209	

[redacted]

Delaware
2 of 2

Community Meeting Roster

USPS Representatives (Names and Titles):

David Descosiers, Mgr. Cons. Affairs — Joseph Finan, (A) PM, Albany
Margaret Pope, Mgr. Cust. Rel. — Anne Burton, Trans. Network Spec.
Dennis Loehner, MOPS — Nadine Tremblay DPare
Maureen Magan, Comm. Prog. Spec.

Date: 11/4/09
Time: 4:00 Pm
12209
32
2

Total Number of ~~Customers~~ Citizens Present: 181/38 Place: EIKS Lodge 255 S. Allen St Albany NY 12208

This document may become a part of the official record that will be available for public viewing.

Names of ~~Customers~~ Citizens Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
[redacted]		12209	[redacted]
		12209	
		12209	
		12209	
		12205	
		12209	
		12208	
		12208	
		12209	
		12209	
		12209	
		12209	
		12209	
		12209	
		12203	
		12203	
		12209	
		12209	
		12206	

Please keep the Delaware Station post office open!

We support keeping the Delaware Station post office open and providing the services it currently provides. We are concerned about reports that the Postal Service is considering closure or consolidation of this post office.

The post office, at 332 Delaware Avenue, Albany, New York, is part of what makes the neighborhood around Delaware Avenue a walkable neighborhood. It would be a mistake to close urban post offices such as this one, forcing people to drive to suburban post offices at a time when energy conservation is an increasingly important goal. Some residents of this neighborhood do not own cars or drive, and would be adversely affected in many ways by closure of this station.

Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

N.M.

DOCKET NO. 12209

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

DOCKET NO. [redacted] 12209

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

DOCKET NO. 12269

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

12209
33
5

Please keep the Delaware Station post office open!

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Name (please print)	Address	Phone number
[redacted]		

12209
33
6

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9065, Albany, NY 12209

12209
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7

Please keep the Delaware Station post office open!

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209
33
8

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209
33
11

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209
35

Please keep the Delaware Station post office open!

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Name (please print)	Address and zip code	Phone number
[redacted]		

12209
33
15

Please keep the Delaware Station post office open!

We support keeping the Delaware Station post office open and providing the services it currently provides. We are concerned about reports that the Postal Service is considering closure or consolidation of this post office.

This post office, at 332 Delaware Avenue, Albany, New York, is part of what makes the neighborhood around Delaware Avenue a walkable neighborhood. It would be a mistake to close urban post offices such as this one, forcing people to drive to suburban post offices at a time when energy conservation is an increasingly important goal. Some residents of this neighborhood do not own cars or drive, and would be adversely affected in many ways by closure of this station.

Name (please print)	Address and zip code	Phone number
[redacted]		

12209
33
4

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

12209
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13

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Name (please print)	Address	Phone number
[redacted]		

12209
35
16

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Name (please print)	Address	Phone number
[redacted]		

12209
33
17

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Name (please print)	Address	Phone number
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Name (please print)	Address	Phone number
[redacted]		

DOCKET NO. 12209

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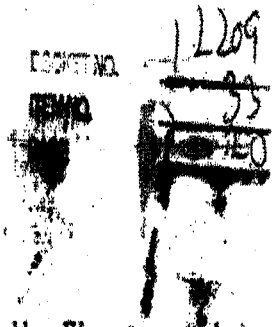
Name (please print)	Address	Phone number
[redacted]		



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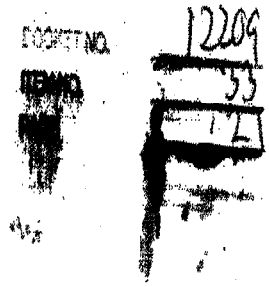

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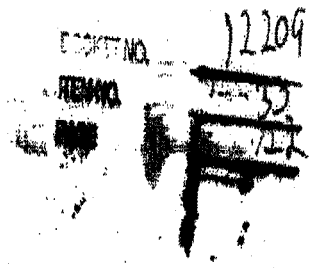

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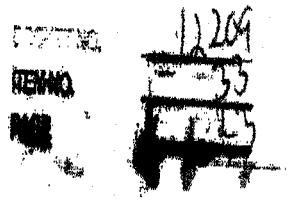

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Name (please print)	Address	Phone number
[redacted]		

ITEM NO. 1226
33
24

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Name (please print)	Address	Phone number
[redacted]		

[redacted]

ITEM NO. 12209

PAGE [redacted]

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

ITEM NO. 12209
PAGE 33
26

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 53 1

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	
		12209
		12209
		12207
		12208
		12202
		12209
		12209
		12209

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 33
PAGE 1 of 1

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

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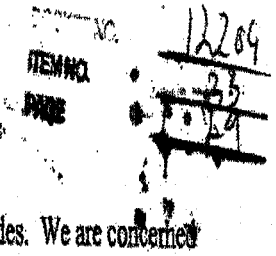
Please keep the Delaware Station post office open!



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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 33
PAGE 30

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

CASE NO. 12209
ITEM NO. 55
PAGE 51

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Avenue Neighborhood Association, [illegible]

ITEM NO. 12209
PAGE 22

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

ITEM NO. 12209
PAGE 33
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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 52
59

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 33 of 35

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 6085, Albany, NY 12209

DATE 1/22/09
ITEM NO. 33
PAGE 36

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9065, Albany, NY 12209

DATE 12/2/09
ITEM NO. 33
PAGE 57

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

[redacted]

ITEM NO. 12209
PAGE 33
38

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 35
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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 1226
PAGE 33
40

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

DATE 12209
ITEM NO. 33
PAGE 1

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Name (please print)	Address (including zip code)	Phone number
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Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 22
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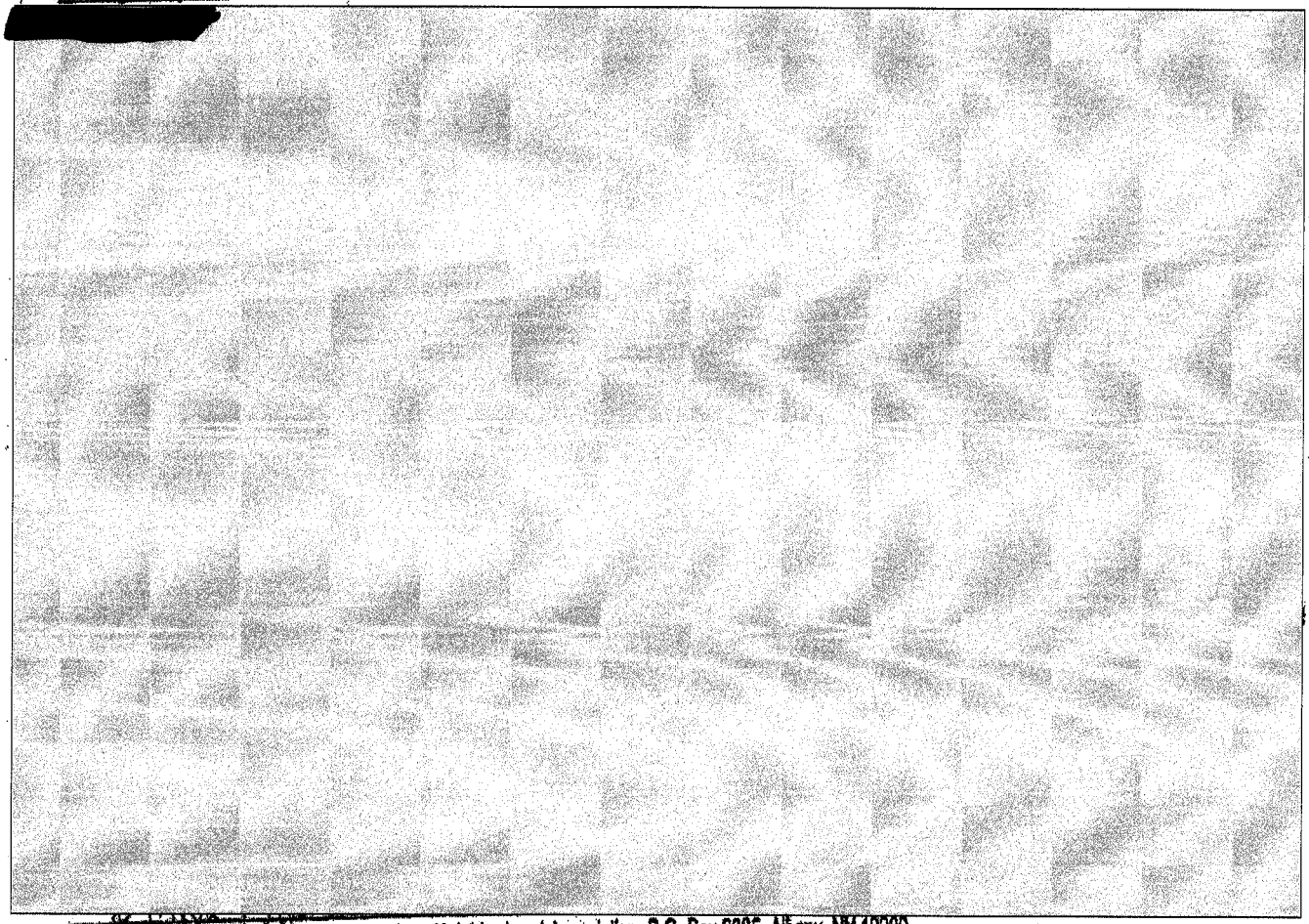

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DOCKET NO. 12209
ITEM NO. 32
PAGE 43

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9065, Albany, NY 12209

ITEM NO. 33
PAGE 4/4

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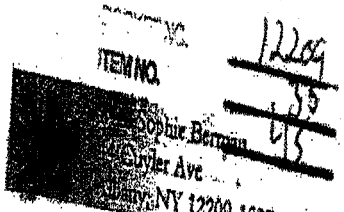
Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209



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Name (please print)	Address (including zip code)	Phone number
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ITEM NO. 12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
PAGE 35

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

DATE 12/09
ITEM NO. 33
PAGE 48

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Name (please print)	Address (including zip code)	Phone number
[redacted]		

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 33
PAGE 49

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	

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12209
31
50

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This post office, at 332 Delaware Avenue, Albany, New York, is part of what makes the neighborhood around Delaware Avenue a walkable neighborhood. It would be a mistake to close urban post offices such as this one, forcing people to drive to suburban post offices at a time when energy conservation is an increasingly important goal. Some residents of this neighborhood do not own cars or drive, and would be adversely affected in many ways by closure of this station.

Name (please print)	Address	Phone number
[redacted]		

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33

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Name (please print)	Address	Phone number
[redacted]		

12209
33
52

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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54

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 6085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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58

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9065, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 3066, Albany, NY [illegible]

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Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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[redacted]

Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12b09
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9086, Albany, NY 12209

ITEM NO. 12209
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65

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area [redacted] Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
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[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Ass[redacted]n, P.O. Box 9085, Albany, NY 12209

[redacted]	[redacted]

ITEM NO. 12209
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21

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[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9065, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085/Albany, NY 12209

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[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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76

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Please keep the Delaware Station post office open!

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9

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12269
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80

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	N/A
		N/A
		-
		-
		-
		-
		-

Please mail signed petitions to: Delaware [redacted] Association, P.O. Box 9085, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Please keep the Delaware Station post office open!

ITEM NO. 12209
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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	N.A.

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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ITEM NO. 12209
PAGE 33
53

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box [redacted], Albany, NY 12209

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[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

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ITEM NO. 12209
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[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

ITEM NO. 12209
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[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9086, Albany, NY 12209

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Please keep the Delaware Station post office open!

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We support keeping the Delaware Station post office open and providing the services it currently provides. We are concerned about reports that the Postal Service is considering closure or consolidation of this post office.

The post office, at 332 Delaware Avenue, Albany, New York, is part of what makes the neighborhood around Delaware Avenue a walkable neighborhood. It would be a mistake to close urban post offices such as this one, forcing people to drive to suburban post offices at a time when energy conservation is an increasingly important goal. Some residents of this neighborhood do not own cars or drive, and would be adversely affected in many ways by closure of this station.

Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please mail signed petitions to: Delaware Area Neighborhood Association, P.O. Box 9085, Albany, NY 12209

Nov. 4:00 4 p.m. 12209
Elks Lodge 125 S. Allen

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

(b)(3):39 USC 410 (c)(1), (b)(6)

Federal St James
Del Av

Please keep the Delaware Station post office open!

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Name (please print)	Address (including zip code)	Phone number
[redacted]	[redacted]	[redacted]

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Tremblay, Nadine - Albany, NY

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From: Marion, Maureen P - Syracuse, NY
Sent: Thursday, November 05, 2009 8:31 AM
To: Phelan Jr, Edward F - Albany, NY; Leonard, Timothy D - Albany, NY; Desrosiers, David H - Albany, NY; Pepe, Margaret M - Albany, NY; Loehner, Dennis J - Albany, NY; Tremblay, Nadine - Albany, NY
Cc: Burton, Anne M - Albany, NY; Wolfgang, Jane M - Albany, NY; Weeks, Gail - Syracuse, NY; Madonna, Mary K - Schenectady, NY; Behan, Maryrose - Albany, NY; Lynch, Lisa A - Albany, NY; Roy, Tatiana L - Hartford, CT; Bruso, Theresa T - Springfield, MA; Mastroianni, Barbara R - Hartford, CT; Kellaher, Robert - New Haven, CT
Subject: Summary Nov 4 meeting; In case you missed it: Nov 5 Times Union on PO meeting

Great to know that the other Dave -- YANNI -- was swinging away for us last night! Otherwise, in a nutshell:

Themes from November 4: Walkable neighborhoods/urban planning; expect FOIAs or letters to PMG on **methodology** in study.

- The meeting opened with a Tea Party-style fervor *(If you lost $7 billion, how can I trust you to fix this)* but the group quickly moved on to consistent concerns for the unique walkable neighborhoods in the area. We committed to calculate and add walking distance/time to the mileage computations for alternate access sites in the final packages.
- Two petitions, with approximately 1300 signatures combined, were presented. Window personnel at both cites were applauded. APWU was present but did not speak, to my knowledge.
- The most vocal objections in this session were raised to the methodology of data collection -- the fact finding, the data, and our inept assessment of data in general. Lack of mailed community notice and the failure to conduct a neighborhood survey were also noted.
- There were no comments in support, or neutral, to the change.

The Mayor, Congressional rep (Tonko) and city council members spoke.

Today's sessions will likely center on **elderly/poor** and **distance** (Patroon) and **community identification** (Scotia). Expect additional concerns if any elements of Niskayuna sale come forward. The WPA mural in Scotia, which remains part of the USPS fine arts inventory, will also be addressed.

Albany Times Union: Nov 5

Post office gets big backing

Hearing on possible closing of Pine Hills site attracts protesters By **HUMBERTO MARTINEZ**, Staff writer
First published in print: Thursday, November 5, 2009

ALBANY -- Clapping, cheering and hollering filled the Elks Lodge near the Pine Hills Post Office on Wednesday afternoon as neighborhood residents cheered their local postman.

Nearly 150 people were in the hall to attend an information session held by the U.S. Postal Service to discuss the possible closure or consolidation of two Albany post offices.

Four Capital Region post offices remain among 371 being considered for closure in a study initiated in August to cut costs.

At Wednesday's meeting, Albany Postmaster David Yanni and public affairs specialists for the agency fielded

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An information session for the post office at 1226 Broadway in North Albany will be at the American Legion Post, 1610 35 N. First St. at 3 p.m. today.

The session for the office at 224 Mohawk Ave. in Scotia will be at 10 Prestige Parkway in Scotia at 6 p.m. today.

For those unable to attend the meetings, written comments will be accepted for 10 days beyond each session and should be sent to "Consolidation Study – Consumer Affairs", 30 Old Karner Road, Albany, N.Y. 12288.

Read more: http://www.timesunion.com/AspStories/story.asp?storyID=861868&TextPage=2#ixzz0VzOdfjP3

Read more: http://www.timesunion.com/AspStories/story.asp?storyID=861868#ixzz0VzQUGhOs

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UNITED STATES POSTAL SERVICE

Classified Station/Branch or Community Post Office Discontinuance Checklist

Proposed Discontinuance Facility Information

District Name: Albany

District Contact: _____ Telephone Number: –

Office Name: Delaware

State: NY ZIP Code: 12209-9998

County: Albany Congressional District: 21

Date Office Established: 1 EAS Postmaster Level: _____

Reason for Discontinuance (i.e., Operational Efficiencies, Reduced Workload, Proximity of Neighboring Retail Units:

The review of the above clasified station or branch is in conjunction with the station and branch optimization initiative.

Is facility owned ◉ Yes ◉ No When does the lease or contract expire? 8/1/2011

Is there a termination clause? ○ Yes ○ No

If no, What are lease termination plans? _____

How many customers are affected:

Post Office box customers:	154
General Delivery:	
Rural Route:	
Highway Contract Route (HCR):	
City Route:	
Intermediate Rural:	
Intermediate HCR:	
Total number of customers:	154

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Window Service Hours: M-F:	08:45 AM-01:00 PM, 02:00 PM-04:30 PM	Sat:	09:00 AM-12:00 PM
Lobby Hours: M-F:	08:45 AM-01:00 PM, 02:00 PM-04:30 PM	Sat:	09:00 AM-12:00 PM

Retail Customer Data:

What is the Post Office Box Fee Group for this location? 2

How many Post Office Boxes are at this location? 190

How many Post Office Boxes are rented at this location? [redacted]

What are the plans for the Post Office Box customers? Relocate to Hudson St (Main)

Does the Office have an APC? ○ Yes ◉ No

If yes, what are the plans for APC?

Total Window Staffing (Earned/Actual Staffing Graph, October/March of most current FY): (attach documentation)

See Attached

Average WTIL (12 month data): # of WTIL over 5 minutes: (attach documentation)

[redacted]

CSM Trend Data (Last 4 quarter trends): (attach documentation)

[redacted]

WIR for the last three fiscal years were:

$ (b)(5) FY 2006

$ FY 2007

$ FY 2008

Total Operating Expenses for last 12-month data (ADM): 88911

Average Daily Retail Transactions (12-month data):
(Total Transactions divided by number of retail business days)
(Source: Monthly, Yearly RDM FLASH) [redacted]

Total Retail Transactions for current fiscal year
and same period last year (RDM FLASH) [redacted]

Retail Transaction Trends for last three fiscal years (RDM FLASH):

[redacted]

FY FY07 [redacted]

FY FY08

FY FY09

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Total Customer visits for current fiscal year
and same period last year (RDM FLASH) FY 09: [redacted]

Attach Map that illustrates the number of retail units within 10 miles, including alternate access sites. Use Retail Optimization Access Management (ROAM) system. Must include the following: USPS locations with labels, CPU, APC and SOC locations and competitor locations.

See Attached

Bulk Mail Customers

Does the Office have a Bulk Mail Acceptance Unit? ○ Yes ◉ No

If yes, what provisions will be made for the Bulk Mail Acceptance Unit?

Does the Office have a DDU drop? ○ Yes ◉ No

If yes, what provisions will be made for the drop shipment customers?

How many permit customers and what provisions will be made for them?

None

Other Customer Information

Number of schools, religious institutions, organizations and businesses: in service area: 33

Are there handicapped customers that require special provisions? ○ Yes ◉ No

If yes, what accommodations will be made for them if the office is consolidated?

[redacted] 11/24/2009

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Community Input

Community meeting: 11/4/2009 | Number of customers attended: 38

Questionnaire: | Number returned:

Favorable:

Unfavorable: | # No opinion:

Public Notice (local newspaper) Date (if applicable): 10/23/2009

Employee Data

How many career employees will be affected?

If yes, please include number by craft and position:

[redacted]

What provisions will be made for impacted employees? Please include explanation by craft and position

Work assignment may change

Total Annual Cost Savings

Employee Salaries, (minimum)*:	40122
Salaries X Fringe Benefits 33.5%:	13440.87
Lease / Rental Costs:	13900
Utilities:	[redacted]
Total Expenses:	[redacted]

* If position(s) are being eliminated include minimum salary of grade level(s) and fringe benefits.

Alternate Service Cost Analysis

Alternate Service to be provided (i.e., carrier delivery, PO Box Service at another facility, Cluster Box U Non-Personnel Unit, etc).

Type explanation here

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Alternate service will be provided via Post Office Box rental at another postal facility or street delivery for delivery to residence. Stamps by mail or stamps by fax are also available. See

Cost of proposed alternate service (i.e., transportation, extension of routes, etc):

Total Annual Savings:

One time cost (i.e. CBU or building modifications): [redacted]

Administrative Office (Gaining Facility Information)

Name, State & ZIP: Hudson Avenue, NY 12207-9998 EAS Level: 17 Miles away: 1.42

Window Service Hours: M-F 08:30 AM-05:30 PM Sat No Hours Entered

Lobby Hours: M-F 07:00 AM-05:30 PM Sat 07:00 AM-12:00 PM

What is the Post Office Box Fee Group for this location? 4

How many Post Office Boxes are at this location? 1790

How many Post Office Boxes are rented at this location? [redacted]

How many Post Office Boxes are available to rent?

Does the Office have an APC? ○ Yes ◉ No

Is there sufficient customer and employee parking? ◉ Yes ○ No

If not, please explain what provisions will be made for customers and/or employees?

Average WTIL (12 month data): (attach documentation) [redacted]

# of Retail Workstations: 5

CSM Trend Data (Last 4 quarter trends): (attach documentation)

see attached

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Estimated Window Staffing if Proposal is implemented (impacted office and gaining office). Use Earned/Actual Staffing Graph for Oct/Mar of most current fiscal year (attach documentation)

Gaining office earns [redacted] and is staffed with [redacted]
Impacted office earns less than [redacted]
No additional staffing needed

Does facility have physical capacity for both retail and delivery to absorb workload? Include narrative to explain proposed changes

Yes, room for build out of PO Box section.

Nearest Post Office, Station, Branch or CPU *(If different from above)*

Name, State & ZIP:	Empire State Plaza, NY 12210-2142	EAS Level: 17	Miles away: 1.2
Window Service Hours: M-F	09:00 AM-04:45 PM	Sat	No Hours Entered
Lobby Hours: M-F	07:00 AM-11:00 PM	Sat	07:00 AM-11:00 AM

Number of PO boxes Available? 248

Prepared By:	NADINE TREMBLAY	Title:	Post Office Review Coor
Phone Number:	5184524080	Date:	11/3/2009

Cancel Submit

[redacted] 11/24/2009

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UNITED STATES POSTAL SERVICE

Community Survey Sheet

Post Office Name: Pine, NY ZIP + 4: 12208-2201

Congressional District: 21 Date: 11/24/2009

1. Incorporated? (•) Yes ( ) No

Local government provided by: City of Albany
Police protection provided by: Albany Police Dept.
Fire protection provided by: City of Albany
School location: Albany City

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

Projected Annual household growth rate 0.09% RE: Zip code Demographic Report

3. What residential, commercial, or business growth is expected? (Please document your source)

The Delaware Station is in the process of a revitalization project as explained by the community during the community meeting. No documentation available.

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 515.23)? Check with the field real estate office when verification is needed.)

Delaware facilty is not a state or national historic landmarl. The station is part of Albany City - the Capital of New York State.

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

Delaware Station is predominately made up of a residential comunity with some small businesses in the immediate area of the station.

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus st community meeting location, voting place, government form distribution center) Do employees of t office offer assistance to senior citizens and handicapped? What provisions can be made for these services if the Post Office is discontinued?

Delaware Station does not provide any non-postal services - if there should be a need for customer assistance, it will be provided by the employees at the other Albany Stations

[redacted] 11/24/2009

DELAWARE TO HUDSON AVE

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- [redacted]
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UNITED STATES POSTAL SERVICE

Station and Branch Optimization and Consolidation Return on Investment Worksheet

To determine the Postal Service's Return on Investment, please complete the following information. Please work with appropriate functional areas on the district team to complete the worksheet. Completed worksheet should be included in your final study package that is sent to the Vice President, Delivery and Post Office Operations at Headquarters.

STATION AND OFFICE NAME: DELAWARE	(COST) */ SAVINGS ONE-TIME	ANNUAL
Utility Costs (Source: District finance through ADM FPR)		[redacted]
Current Lease Rate (Source: FSO) Termination Date: 8/1/2011		13900
Build-Out / Renovations (Source: FSO)	[redacted]	
Parking (if moving carriers) (Source: FSO/District Ops Support)		
Real Estate Specialist Opinion of Value (Source: FSO)		
Maintenance Labor (Source: District Finance through ADM FPR)		[redacted]
Maintenance Savings - Number of Positions (Source: District Finance through ADM FPR)		[redacted]
Inter-Station Mail Transportation (Source: District Operations Support)		[redacted]
Carrier Route Transportation (Source: District Operations Support)		[redacted]
Carrier Labor (Source: District Finance and Operations Support)		[redacted]
Carrier Savings - Number of Positions (Source: District Finance / Operations Support / Human Resources)		[redacted]
Clerk Labor (Source: district Finance through ADM FPR)		[redacted]
Clerk Savings - Number of Positions (Source: District Finance / Operations Support / Human Resources)		
EAS Labor (Source: District Finance through ADM FPR)		

[redacted] 11/24/2009

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EAS Savings - Number of Positions (District Finance / Operations Support / Human Resources)		
TOTAL	[redacted]	

* Please include "cost" information as a negative number and "savings" information as a positive numbe

[redacted]

[redacted]

11/24/2009

[redacted]

Delaware Station

UNITED STATES POSTAL SERVICE

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Community Meeting Analysis
A community meeting was held on November 4, 2009 with 36 in attendance.

Postal Concerns:

Concern: Customer expressed concern that they could not travel to pick up mail. Community concern raised that approx. 25% of the community does not own a vehicle, and that the other proposed locations are too far away. Concern that some folks who utilize Delaware are struggling to make ends meet; to travel longer would be an undue hardship.

Response: Customers have the option of city delivery service to their residence. This will eliminate having to travel to another office to pick up their mail. Customers can buy stamps online through our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. In addition, 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 place their mail on hold by calling 1-800-ASK-USPS or visiting www.usps.com.

Concern: Customers asked why their Post Office was being discontinued while others were retained (Delmar was referenced).

Response: Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently. This reduced workload and the fact that we have 2 other Stations/Branches located within a 3 mile radius suggests that the continuation of the Delaware classified station may not be warranted

Concern: Customers expressed concern for those customers with disabilities who are not able to go to the Delmar or Albany Main 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 mailbox located at the customer's 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 Albany Postmaster.

Concern: Customers expressed concern over a postal representative not being customer oriented.

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

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

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Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

Concern: Customers said they would miss the special attention and assistance provided by the personnel at the Delaware Post Office.

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

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.

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 mailboxes. Customers do not need 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 Albany Postmaster for more information.

Concern: felt that data was skewed, Census data is stale, and that there was no transparency in what formula is used in the decision making process. Specifically, there is revitalization construction in process in the Delaware area which has caused all types of business to be down; anticipation of increased business when project is done. A concern that the current year data is not reflective of data under normal circumstances. (One customer questioned rumor that offices with no parking lots were targets.)

Response: There are five parts to a consolidation process, Data Collecting, Community Input, Proposal, Headquarters Review, and Decision. We are only in the second stage which is a study of all factors involved, not just data, but also effects on the community and whether a maximum degree of effective and regular service can be provided alternately. Addressing the revitalization initiative is an important factor of why community input is a vital role in the optimization process. (Note: Pine and Patroon are also being studied and both have 1-10 parking spaces)

Concern: Customers were concerned about the community input process. (i.e. want another meeting lack of mailed community notices, failure to conduct a neighborhood survey, time and location of meeting not convenient, lack of detail in notice as to what services would/would not remain, insignificant amount of public participation/engagement, a need for public officials to pressure/require USPS to engage more with the pubic.).

Response: At minimum all impacted PO Box customers received a mailed notification of community meeting as well as a posting in the lobby of the impacted office. Additionally, a public notice was placed in the local newspaper for 5 business days, compliant with Station/Branch Optimization requirements. If it is determined that a station/branch is consolidated, all retail services as well as PO Boxes would be relocated to a different location...While any meeting times may not be convenient for some, the option was given to respond to the study in writing as an alternative.

Concern: more driving will be required to get to other locations, which is an environmental issue.

Response: We understand and appreciate your concerns about the environment. The United States Postal Service® is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail

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requires the use of many resources. The Postal Service™ understands that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Concern: Feeling that there is urban bias; that suburban stations were spared early on.

Response: Postal Service has taken many initiatives to reduce costs. These include, but are not limited to, halting construction of new postal facilities, capping salaries of all Postal Service officers and executives, reducing management staffing by up to 19 percent, and consolidating some duplicative processing operations. Academy Station (urban) was on the list and since removed. Every opportunity for savings will be looked at, not now does not mean not ever.

Concern: lack of parking at Delmar and Main (Hudson Ave) and traffic/safety issues in those areas.

Response: Delaware has no parking vs. Main, which has 11-20 parking spots, and Delmar, which has 20+ parking spots.

Concern: about the handling of hazmat and similar hazardous materials.

Response: The United States Postal Service® is committed to keeping its employees and customers safe. The Postal Service™ has developed a Biohazard Detection System (BDS); designed for the highest possible level of detection.

Concern: Community wants a calculation of walking distance/time added to the mileage computations for alternate access sites included in the final package.

Response: A sample was given of an average walking speed of 1.5 to 2.0 mph. Actual travel time would vary based on origination and destination locations, as well as source used to obtain distance, which vary in accuracy.

Concern: wanted to know that their comments would be made available

Response: Community was advised that a request for information can be obtained via the FOIA process.

Concern: Concern regarding the methodology of data collection, the fact finding, the data, and management's assessment of data in general.

Response: Advised to submit written Freedom of Information request, since some information may be considered proprietary in nature.

Concern: Public official did not feel public officials were notified in advance.

Response: Any Public official that we had an address for was contacted in advance.

Concern: Customer concern that sign in sheet stated "customer" not "citizen"; that USPS is considered servants, not a corporation.

Response: Postal customers can be citizens or non-citizens. The community meeting is intended to receive input from anyone that utilizes our services.

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Concern: Members of the Delaware community that attended the community meeting and has asked that their statements, opinions and suggestions be duly noted in the official record as follows:

Response: **The following additional comments were asked to be made part of the official record:**

Statements

- Delaware is a unique walkable pedestrian centered neighborhood.
- Much of the community does not have internet and internet at a library for alternate access is not feasible.
- Post Office is utilized for customers who do not have bank accounts. They rely on the availability to purchase secure money orders.
- Business owner feel that using an alternate location would be more costly.
- Residential customers feel that it is not financially cost effective to spend money for a bus to post a letter, and would use on-line communication out of necessity.
- Concern that the nearest APC is 20 minutes by car.
- Reference to beginning of section 101 of title 39 of the USC – A "basic and fundamental service" that functions to "bind the Nation together" needs to be maintained, and to be accessible to urban residents including those who don't have cars.

Suggestions:
Cut hours or days vs. consolidation
Look at intangible resources.

Nonpostal Concerns

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 Delaware Station ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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 Delaware community.

Concern: Customers felt the loss of the Delaware post office would discourage new businesses from coming to the community.

Response: Again, businesses generally require regular and effective postal services, and these will always be provided in the Delaware community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a post office, but on the provision of effective and regular postal services.

Concern: Customers were concerned about growth in the community.

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

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.

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November 1, 2009

[redacted]

Margaret Pepe
Consolidation Study - - Consumer Affairs
30 Old Karner Road
Albany, New York 12288-9631

Dear Ms. Pepe:

This is in response to the letter that was in the mailbox of the Delaware Area Neighborhood Association at the Delaware Station post office, concerning the post office consolidation study. [redacted] Unfortunately, I will not be able to be at the November 4 meeting so I am submitting a written comment instead.

The process being used by the Postal Service for communicating with the public about this study, and for getting public comment, has serious problems. In the late summer, we were told that nothing was decided, that there would be a comment period, and that it was premature to worry or to comment on a plan that wasn't developed yet. Now that comment is being requested, the meeting is scheduled for 4 PM on a weekday. Although the chairperson of D.A.N.A contacted a Postal Service representative weeks ago with good suggestions for meeting locations in this neighborhood, the meeting is scheduled for another part of town. An additional meeting should be scheduled in this area of Albany, during evening hours, and advertised widely.

The letter that includes notice of the November 4 meeting gives very little information about what the Postal Service plans to do with the Delaware Station. It states that if the Postal Service decides to pursue consolidation, post office boxes would be relocated to Delmar or the Main Office,. The letter does not say whether or not window service at the Delaware Station would end. The letter also does not say whether the range of services available at the Delaware Station would change, other than removal of the boxes. It does not appear likely that the boxes would be removed but the station would remain open. If the Postal Service pursues consolidation, would the Delaware Station remain open and with its existing services other than post office boxes? Would services such as sale of money orders or shipping of packages end? Would the Delaware Station, staffed by Postal Service employees, be converted into a privately run office and if so what services would it offer? Would the Delaware Station be "replaced" by having additional stores sell stamps? Would the Delaware Station simply disappear? None of this can be deduced from the letter.

The letter provides an address to which questions and comments may be sent, but does not state any deadline by which comments would need to be mailed or received in order to be included in the public record about the study.

D.A.N.A has been actively working to prevent closure of Delaware Station ever since we heard that this was under consideration by the Postal Service. There are many reasons why this neighborhood would be harmed by loss of this post office, including increased expenditure of time by residents and business owners to get to post offices at other locations, and additional use of vehicles by drivers and expenditure of bus fare by those without cars. The Delaware Avenue area, and the nearby neighborhoods, have numerous residents who don't drive due to limited

[redacted]

income, age, eyesight problems, or other reasons. A post office is a basic part of a walkable urban neighborhood. Maintaining post offices (as well as other services and businesses) in existing urban areas is an anti-sprawl measure that improves air quality, conserves petroleum and other natural resources, and conserves open space. I own a car, but I drive it substantially less than I would if I lived in a suburban area.

Please take into account the schedules of the buses that residents of southeastern Albany would need to take to get to the Delmar post office, particularly on Saturdays when service is infrequent. The Main Office is not open on Saturdays except for box access on Saturday morning.

It is my understanding that the rent paid by the postal service for the Delaware Station is relatively low, about $13,900 per year. The station was reported to have $284,381 per year in sales in 2008. I don't know the salary of the postal workers who staff the station, but it appears that the Postal Service is making money from the Delaware Station, not losing it. I spoke with an officer of the American Postal Workers Union about the station several weeks ago, and at that time it was his understanding that the Postal Service had not done all the analysis of business at this station that should be done for making a decision about closure or consolidation. Business in 2009 would be depressed due to the construction on Delaware Avenue (which has contributed to some stores going out of business) and numbers from 2009 should not be used in evaluating this post office.

If the Postal Service decides to close the Delaware Station, it is likely that some members of D.A.N.A. will be in contact with the APWU or other organizations that might formally challenge the decision, to offer them assistance and information in this effort.

The letter mentioned discussing alternatives. One alternative that the Postal Service should not just consider but do is to save the money it spends on mailings designed to encourage customers to do postal business over the internet or at stores rather than at post offices, and to use that money instead to maintain service at the post offices. It would be interesting to know how much money it cost, for advertising design, printing and delivery of the postcards for these advertising campaigns. Just during the time since the closure study became public, I have received at least two such mailings.

As far as one can tell from what has been reported in the press, the consolidation study for the Albany area has not considered closing either the Stuyvesant Plaza office or the Colonie Center office, even though those two offices are within about two miles of each other, as well as being close to the Karner Road post office. Within Albany County, the initial round of potential closures was post offices within the city limits of Albany, and the remaining ones are from that list. The suburban stations, that mainly serve a car-based clientele, were apparently spared early on. Please do not interpret this letter as a request to close one of the other post offices within the City of Albany in place of Delaware Station.

Postal Service management, at the highest levels, should approach Congress to change the funding and accounting requirements that are part of the reason why the Postal Service is having money problems. They should not accept as an unchangeable fact the idea that the Postal Service receives no tax dollars. If banks, insurance companies and car makers can be bailed out with hundreds of billions of dollars, it is not far-fetched to imagine that the United States Postal Service might be worth a few billion, being "too big to fail" or "too important to fail." You provide an important service which should be available to the public in an equitable manner.

The beginning of section 101 of title 39 of the United States Code, the "Postal Policy" section of the federal law governing the Postal Service, states as follows:

"(a) The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by Act of Congress, and supported by the people. The Postal Service shall have as its basic function the obligation to provide postal services to bind the Nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities. The costs of establishing and maintaining the Postal Service shall not be apportioned to impair the overall value of such service to the people.

"(b) The Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."

A "basic and fundamental service" that functions to "bind the Nation together" needs to be maintained, and to be accessible to urban residents including those who don't have cars.

Yours truly,

[redacted]

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PAGE 40

Margaret Pepe
Consolidation Study - - Consumer Affairs
30 Old Karner Road
Albany, New York 12288-9631

Dear Ms. Pepe:

This is in response to the letter that was in the mailbox of the Delaware Area Neighborhood Association at the Delaware Station post office, concerning the post office consolidation study. I am the treasurer of D.A.N.A. and one of the persons who checks this box. Unfortunately, I will not be able to be at the November 4 meeting so I am submitting a written comment instead.

The process being used by the Postal Service for communicating with the public about this study, and for getting public comment, has serious problems. In the late summer, we were told that nothing was decided, that there would be a comment period, and that it was premature to worry or to comment on a plan that wasn't developed yet. Now that comment is being requested, the meeting is scheduled for 4 PM on a weekday. Although the chairperson of D.A.N.A contacted a Postal Service representative weeks ago with good suggestions for meeting locations in this neighborhood, the meeting is scheduled for another part of town. An additional meeting should be scheduled in this area of Albany, during evening hours, and advertised widely.

The letter that includes notice of the November 4 meeting gives very little information about what the Postal Service plans to do with the Delaware Station. It states that if the Postal Service decides to pursue consolidation, post office boxes would be relocated to Delmar or the Main Office,. The letter does not say whether or not window service at the Delaware Station would end. The letter also does not say whether the range of services available at the Delaware Station would change, other than removal of the boxes. It does not appear likely that the boxes would be removed but the station would remain open. If the Postal Service pursues consolidation, would the Delaware Station remain open and with its existing services other than post office boxes? Would services such as sale of money orders or shipping of packages end? Would the Delaware Station, staffed by Postal Service employees, be converted into a privately run office and if so what services would it offer? Would the Delaware Station be "replaced" by having additional stores sell stamps? Would the Delaware Station simply disappear? None of this can be deduced from the letter.

The letter provides an address to which questions and comments may be sent, but does not state any deadline by which comments would need to be mailed or received in order to be included in the public record about the study.

D.A.N.A has been actively working to prevent closure of Delaware Station ever since we heard that this was under consideration by the Postal Service. There are many reasons why this neighborhood would be harmed by loss of this post office, including increased expenditure of time by residents and business owners to get to post offices at other locations, and additional use of vehicles by drivers and expenditure of bus fare by those without cars. The Delaware Avenue area, and the nearby neighborhoods, have numerous residents who don't drive due to limited

[illegible]

[illegible] morning.

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A "basic and fundamental service" that functions to "bind the Nation together" needs to be maintained, and to be accessible to urban residents including those who don't have cars.

Yours truly,

[redacted]

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October 22, 2009

[redacted]

President Barack Obama
The White House
Washington, D.C. 20500

Dear Mr. President:

Enclosed please find a copy of a column about the proposed closing of post offices in the Albany, New York area. The column appeared in the September 17-23, 2009 issue of Metroland, a weekly publication in Albany, and provides an excellent summary of the reasons why the Delaware Station post office should not be closed.

As a former community organizer, you would probably see the merits of keeping this post office open. These include providing access to postal services to persons who do not have cars, preventing unnecessary car trips by those who do have cars, facilitating business activity, and providing an important element of a "walkable" neighborhood. Albany's Delaware Avenue is an existing walkable neighborhood, with a mixture of single-family and multi-family housing, plus a variety of businesses and services. We don't need extensive New Urbanist planning and construction to achieve this - - we just need for the federal and city governments to refrain from dismantling what already exists.

As President, I hope you see the irony of trillion-dollar bailouts for the utterly irresponsible financial industry as compared to the lack of a subsidy to the Postal Service. A well-functioning postal service is a basic element of a functioning nation. This was so even at the time when the Constitution was written, authorizing the Congress to establish post offices and post roads. The internet does not begin to replace all of the services provided by the Post Office, and services such as package shipping and issuance of money orders should not be privatized by eroding the Postal Service's ability to provide them.

Please support keeping the Delaware Station open, as well as the other post offices in the City of Albany. Please also work with Congress to change the systemic budgetary and accounting requirements that are undercutting the Postal Service.

Yours truly,

[redacted]

cc: Senator Charles Schumer
Senator Kirsten Gillibrand
Representative Paul Tonko
Consolidation Study address, USPS

[redacted]

HANDS OFF THE POST OFFICES

"I GUESS I'M GOING TO HAVE TO TAKE a three-hour bus ride to mail a package to my grandkids." "How will I run my business without my PO box around the corner?" "I went to the Hudson Avenue post office and the line took forever! I can't do that all the time."

Yes: The U.S. Postal Service is short on cash (recession, did you hear?), and considering closing up to 400 branches and stations to cut costs. In the Capital Region, the branch in Scotia, and Albany's Delaware Avenue, South Allen Street, and Broadway-North Albany stations are on the list.

It seems like a small thing in one way, in the midst of other major fights happening at the federal level. But for the neighborhoods facing the loss of a branch—or at least many of them—it's an ironic and short-sighted move at a time when so much federal money is going into boosting a sagging economy, stabilizing residential neighborhoods, and promoting walkable mixed-used communities.

No one doubts that the USPS is struggling financially. Unlike, say, AIG or Citigroup, it's still doggedly adhering to its charge from Congress to operate unsubsidized. In fact, it's mission is even harder

access is a relative thing. In the Delaware Avenue neighborhood, for example, there is a high proportion of people without cars. Of the four census tracts surrounding the branch, three have carless rates much higher than the city average (which is of course higher than that of surrounding burbs), one nearly hitting 40 percent. This includes the poor, many elderly, new immigrants and refugees, and quite a few visually impaired. Making their way to a more distant post office can be a significant challenge, and yet services like certified mail, PO boxes during times of housing instability, money orders, and packages to and from family and friends are not luxuries.

Second, it removes a crucial piece of economic infrastructure. Post office branches in neighborhoods like these are used heavily by local businesses, who maintain PO boxes there and use them for all sorts of shipping needs. They are also used heavily by work-at-[illegible] employed people—of whom [illegible] tinctly more in recent months [illegible] tion those who are making [illegible] some after-the-first-job [illegible] Diverting more of these [illegible] energy and time and expen[illegible] a distant post office reduces [illegible] tivity, increases traffic, and [illegible] sustainable neighborhoods [illegible] to support less attractive [illegible] Avenue post office supporte[illegible] puts it, "neighborhood post [illegible] essential to fail."

Meanwhile, people who [illegible] into the Delaware Avenue [illegible] are likely to rattle off a list of [illegible] can walk to as part of their [illegible] the post office branch tends [illegible] it. Along with the service it [illegible] like a library or a coffee [illegible] space where people run [illegible] and feel connected as neigh[illegible] to invest a lot of energy and [illegible] create such spaces.

The postal service is [illegible] don't want to reduce access for their customers. They also say that they really will take public input into account, that no decisions are made yet, and that being on the list of 400-plus is not a death sentence.

If that's true, Delaware's station at least should be in good shape: Neighborhood leaders say they've never had a cause that was as easy to gather support for than keeping their post office open.

But it shouldn't come down to each neighborhood fighting to be the one that doesn't lose. As the postal service decides how to modernize and become more efficient and adapt to the changing times, all of which it should keep doing, that conversation should be had with the big picture in mind: As a nation, if we are investing in our neighborhoods—in roads, schools, libraries, homes, small businesses, effective social services, transit—how do we make sure those investments are working together toward a larger goal? Not, I'd argue, by building with one hand and tearing down with the other.

—MIRIAM AXEL-LUTE

No one doubts that the USPS is struggling financially. Unlike, say, AIG or Citigroup, it's still doggedly adhering to its charge from Congress to operate unsubsidized. In fact, it's mission is even harder than that: On top of trying to "live within its means" in the middle of a recession and rapid technological change, it's also dealing with the legacy of some Bush II accounting rules that forced it to suddenly funnel billions of dollars into a trust fund that will fund the health benefits of *future* retirees—something no private business, or even other branch of government has to do. But it's then supposed to compete unsubsidized anyway with private businesses that also don't have to deliver mail to everyone every day if they don't want to. Talk about a handicap. (There are some bills in Congress designed to ameliorate, though not remove, this burden.)

If we as a country continue to hold the postal service to standards to which we hold no other provider of vital infrastructure and services, such that we are forced to accept closures of branches that are well-used and well-loved, what will we lose? Let's quickly review the ways in which closing a post office branch in a walkable, mixed-income, urban neighborhood is a bad idea:

First, it leaves many people without access to crucial services. Yes, there are other post offices in the city, and you can buy stamps at the grocery store now, but

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UNITED STATES
POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

Third, as we have previously communicated, if Delaware Station should be consolidated, customers with Post Office Boxes at Delaware Station who choose to retain a box at Albany Main Post Office will keep the same PO Box number and ZIP Code. No change of address will be necessary. If you choose to not retain your P O Box and opt for street delivery, you will be assigned a carrier route address. The new address will incorporate the community name and you can continue to use any stationary until depleted, making the necessary corrections when replenishing.

We are a customer-oriented organization, and there are procedures and guidelines for changing the type of delivery when service by existing methods imposes an *extreme physical* hardship to an individual customer. Customers may request a temporary change in the mode of delivery for an authorized delivery point by submitting a written request to Postmaster Albany for initial review. Changes may be made when service as currently provided would impose an extreme physical hardship on an individual customer.

I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

In your letter you posed a question about "What the Postal Service plans to do with Delaware Station". As of now there still has not been a decision made concerning Delaware Station. However, if the decision is made to consolidate Delaware Station all operations at that site would be consolidated into surrounding Post Office locations including all window service.

Providing service to communities is indeed a basic function of the Postal Service as you point out in your letter. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS

Protecting Refugees, Serving Immigrants, Upholding Freedom since 1911

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October 29, 2009

Consolidation Study-Consumer Affairs
30 Old Karner Road
Albany, NY 12288-9631

Dear Consolidation Study Team:

I am writing this letter on behalf of the Albany, New York Field Office of the US. Committee for Immigrants and Refugees (USCRI) in regards to the possible closure of the Delaware Station post office. USCRI is a non-profit organization that serves as the "welcoming committee" for incoming refugees who have fled their home countries due to war and persecution. We address the needs and rights of our clients as soon as they arrive and continue helping them grow accustomed to social, political, and economical differences between our country and their own.

A large number of our clients live in the area surrounding the Delaware Station post office in Albany, NY. It has been a great asset to this community to have a post office so close by, allowing them easy access to USPS services and the opportunity to learn how our postal system works. Our clients rely on public transportation, so closing the station or cutting services would be a huge inconvenience, requiring that they take the bus across town – which can lead to problems with mailing time-sensitive material related to their social services, children's school enrollment, and immigration status. Additionally, because many of our clients have limited English skills, it may be difficult for them to understand a change in services at the Delaware Station.

It is crucial for the well-being of our clients for this post office to remain open. Without it, it would cause confusion and make it even more difficult for these people who are struggling with a tremendous amount of change as it is. I urge of you to consider these points prior to making your decision on whether or not to close the doors of this critical player in the lives of refugees living in Albany.

Thank you for your time and consideration.

Sincerely,

[redacted]

Zoëann Murphy
Director, USCRI Albany

CC: David Dearosiers
Hon. John E. Potter

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www.RefugeesAlbany.org

U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS

Protecting Refugees. Serving Immigrants. Upholding Freedom since 1911

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October 29, 2009

David Desrosiers
US Postal Service
30 Old Karner Road
Albany, NY 12288-9631

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Thank you for your time and consideration.

Sincerely,

[redacted]

Zoeann Murphy
Director, USCRI Albany

CC: Consolidation Study-Consumer Affairs
Hon. John E. Potter

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UNITED STATES
POSTAL SERVICE

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Zoeann Murphy
Director, USCRI
991 Broadway Suite 223
Albany, NY 12204

RE: Delaware Station

Dear Zoeann,

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other

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In your letter you shared with us your concerns for the immigrant community in the Delaware Avenue neighborhood. We are certainly sensitive to the challenges and adjustments that people new this country must make. It is also important to understand the fiscal responsibility we have to maintain a cost effective and efficient service to all of our customers across the nation.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

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Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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[redacted]
Albany NY 12203
November 4, 2009

Consolidation Study - Consumer Affairs
30 Old Karner Road
Albany NY 12288

To the Postal Service:

I am writing to urge that the Delaware Station post office at 332 Delaware Avenue in Albany NY remain open. That was my post office when I first moved to Albany, so I know from experience that there's no other around for a great distance. If it closed, it would cause much hardship to many city residents. Many in that area don't have cars, and it wouldn't be reasonable to spend for a bus to post a letter, so more people would, of necessity, turn to on-line communication.

Albany needs the Delaware Station. It would not be a wise economy to close it. The Postal Service must serve the people in the Delaware Avenue region.

Sincerely,

[redacted]

UNITED STATES
POSTAL SERVICE

ITEM NO. 12209
PAGE 40 of 11

[redacted]
Albany, NY 12203

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

Third, as we have previously communicated, if Delaware Station should be consolidated, customers with Post Office Boxes at Delaware Station who choose to retain a box at Albany Main Post Office will keep the same PO Box number and ZIP Code. No change of address will be necessary. If you choose to not retain your P O Box and opt for street delivery, you will be assigned a carrier route address. The new address will incorporate the community name and you can continue to use any stationary until depleted, making the necessary corrections when replenishing.

We are a customer-oriented organization, and there are procedures and guidelines for changing the type of delivery when service by existing methods imposes an *extreme physical* hardship to an individual customer. Customers may request a temporary change in the mode of delivery for an authorized delivery point by submitting a written request to Postmaster Albany for initial review. Changes may be made when service as currently provided would impose an extreme physical hardship on an individual customer.

I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]
Albany, NY 12209

ITEM NO. 12209
PAGE 48
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Consolidation Study-Consumer Affairs
30 Old Karner Rd.
Albany, NY 12288

November 6, 2009

Dear Sir/Madame,

As a person who works on Delaware Avenue, I am very concerned about the possible closing of our Post Office. For myself and the people I work with, having the Post Office across the street from the church is a very great convenience for the many times during the week when we can run over quickly for a mailing or to purchase stamps.

However, for the people who live in our neighborhood, the Post Office is an absolute necessity. Many of our neighbors do not own a car and would find it very difficult to get transportation to another site. Many of our neighbors do not have checking accounts in any bank and therefore they need the service of the post office near them where they can purchase a money order to pay their bills or mail money for any other reason.

It does seem that the poor have as much right to postal service as our wealthier neighbors. They definitely have more need for it.

I hope your department will consider this need as you make your decisions.
Thank you for taking this perspective under consideration.

Respectfully,

[redacted]

UNITED STATES POSTAL SERVICE

DOCKET NO. 12209
ITEM NO. 49
PAGE 20

[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

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stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

We certainly understand and sympathize with your concern for the residents of the Delaware Avenue neighborhood that have economic challenges. We are committed to providing the best possible service to all customers regardless of economic status.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

12209
40
32

November 6, 2009

Dear Post Office Consolidation Study People,

I would like to express my dismay with your proposal to close the Delaware Ave. Post Office.

We have substantial populations that cannot drive and/or make use of the Internet who need a post office nearby. This neighborhood prides itself on its "walkability" and a post office is a very important part of that. Being able to walk to a service is a savings to all of us by reducing gasoline use and helping the population keep fit.

As you know, we are in the midst of a very disruptive street reconstruction project that has no doubt caused a sharp decrease in visitors to this location. Hopefully its completion will provide a much-needed turnaround in our neighborhood. What we could really use is a refurbished post office to complement other improvements--not the loss of a vital service and another empty storefront.

We need the Post Office to be part of our future, not a thing of the past. Please reconsider your decision to abandon us!

Sincerely,

[redacted]

[redacted]

UNITED STATES POSTAL SERVICE

ITEM NO. 12269
PAGE 40 of 73

[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

November 5, 2009

Mr. David Desrosiers
United States Postal Service
30 Old Karner Road
Albany, NY 12288-9631

Re: Delaware Avenue Station, Albany, NY

Dear Mr. Desrosiers:

I am writing to show my support for keeping the Delaware Avenue Postal Station open. I am not a resident of the Delaware Area Neighborhood, however, [redacted] This is the nearest post office for our residents, and it is vital not only to the Delaware Avenue neighborhood, which is huge, but for us downtown folks in Center Square and Hudson/Park and I imagine for Park South as well.

[redacted] every day, this is my post office of choice, and I use it continuously. I understand the postal service is a business and needs to make cuts, but this particular post office is "home" for so many people who live the densely populated Delaware Avenue/Lark Street corridor and I can't imagine this service being eliminated.

Very truly yours,

[redacted]

UNITED STATES POSTAL SERVICE

ITEM NO. 12209
PAGE 46

[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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[redacted]

DOCKET NO. 12409
ITEM NO.
PAGE 12

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

DOCKET NO. 12209
ITEM NO. 40
PAGE 28

October 20, 2009

Hon. John E. Potter
U.S. Postmaster General
475 L'Enfant Plaza, NW
Washington DC 20260

Dear Mr. Potter,

I write to you on behalf of the [redacted] regarding the possible closure of the Delaware Avenue Post office. We strongly urge you to keep this particular office open.

[redacted] located in fairly close proximity to that particular office, many of the folks who [redacted] and events are very much in need of a neighborhood post office. Many of these people rely on public transportation, and on taxi service, or foot power to get where they are going. Many do not own their own vehicle. Some of the folks who utilize this particular office are struggling to make ends meet to begin with, and to ask them to have to travel a longer distance to mail a package, or to obtain a postal money order to pay a bill, or even to buy stamps is troubling.

We at [redacted] understand that the decision that you face is a difficult one, and that someone is going to be hurt by it. Our role, however is to speak up for this community, and the people who live in it. A lot of people in this community are working very hard to improve and enhance the quality of life in this area, and maintaining easy access to vital services is a part of that. We urge you to keep the Delaware Avenue Post office open.

Peace,

[redacted]

UNITED STATES POSTAL SERVICE

CASE NO. 12209
ITEM NO. 40
PAGE 29

[redacted]

RE: Delaware Station

Dear [redacted],

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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DOCKET NO. 12209
ITEM NO. 40
PAGE 30

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

November 4, 2009

Consolidation Study
Consumer Affairs
30 Old Kaener Rd.
Albany, NY 12288-9631

Dear USPS,

This writing is regarding the recent talk, about closing the Delaware Station in Albany NY 12209.

I have been a box holder there for nearly 35 years.

I must say that due to your recent competitive position I feel that two wrongs don't make a right. Certainly in 2009 there must be some solution, as opposed to quitting and laying off employees. Obviously both are headed down this road.

As for myself, it's fortunate for USPS that I am one of the businesses that financially supports you. I have become dependent on that POB, and still use the mail very much. This will be quite a burden to me if no longer available. To say nothing of the stationery, envelopes, printed material etc, etc. that will have to be extinguished. Just plain loss of revenue in general. This is true with other box holders, as well.

My experience with the station is the branch, if anything, needs more help. The confusion and traffic there sometimes is unbearable. Many times when sending a parcel I find myself throwing my arms up in disgust and going to another station to save time and toil. [redacted] does a great job there under the circumstances.

[redacted]

[redacted] 12209
ITEM NO. 40
PAGE 32

Aside; Granted, the recent road construction has had an effect on your activity. This is not permanent, of course as should not be any consideration for your decision. With the new street completed a year away, I'm sure it will increase your revenue.

The Delaware station is a community fixture. The public depends very much on your presence. Especially a hardship for those on foot and others who are retired and/or handicapped.

I wonder if your decision makers have assessed the area. I would like to bring one's attention to the construction of a beautiful brand new Albany Public Library almost across the street from Delaware station. This alone should certainly prove the necessity for a PO there. Talk about loss of revenue, I cannot imagine the void. Where is the thinking on this?

How does USPS plan to stay in business? Certainly closing PO's one at a time is not the "two wrongs make a right" answer.

Sincerely

[redacted]

[redacted]

UNITED STATES
POSTAL SERVICE

12209
46
33

[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

12209
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CATHERINE M. FAHEY
Council Member, 7th Ward

CITY OF ALBANY
COMMON COUNCIL

32 Lawnridge Avenue
Albany, NY 12208
(518) 482-6159
cathyfahey7@yahoo.com

David H. Desrosiers
District Manager
USPS
30 Old Karner Road
Albany, NY 12288-9631

October 8, 2009

Dear Mr. Desrosiers:

I represent upwards of 6,000 individuals in Albany's 7th Ward, many of whom live in the vicinity of the Delaware sub-station of the Albany Post Office. On their behalf, I strongly urge you and other individuals at United States Postal Service to keep the station open.

Closing the Delaware Station is a mistake for many reasons and on many levels. Not only will it create extreme hardship for some of our community's most vulnerable individuals who depend on its essential services, it will hasten the decline of a historic city neighborhood .

Residents have worked tirelessly over many years to move the Delaware neighborhood in the right direction and build on its many assets—solidly built, historic two-family homes and a thriving commercial area with all the amenities making it a truly walkable neighborhood—yet it remains a neighborhood on the edge and can easily become Albany's next run-down, crime ridden place.

We have many good things happening and can't afford to lose a key neighborhood asset, that is important in so many ways to residents, and to Albany's prosperity. The post office is beneficial for:

- Immigrants who send packages and wire money overseas
- The un-banked who cash checks and wire money
- Small business owners, many of whom work out of their home and require post office boxes and other mail services
- The elderly who are unable to embrace or afford new technology
- The many individuals who do not have easy access to transportation to another postal facility
- The "eyes on the street" that improve public safety
- The all-important social interaction and community-building
- The environmental and health advantages of walking to a nearby post office.

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Thank you for giving our plight your most serious attention. We hope we can count on your help and look forward to your response.

Many regards,

Catherine M Fahey

Catherine M. Fahey

UNITED STATES POSTAL SERVICE

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PAGE 40 of 52

Catherine M. Fahey
Council Member, 7th Ward
PO Box 9013
Albany, NY 12209

RE: Delaware Station

Dear Ms. Fahey,

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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We are a customer-oriented organization, and there are procedures and guidelines for changing the type of delivery when service by existing methods imposes an *extreme physical* hardship to an individual customer. Customers may request a temporary change in the mode of delivery for an authorized delivery point by submitting a written request to Postmaster Albany for initial review. Changes may be made when service as currently provided would impose an extreme physical hardship on an individual customer.

I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

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We certainly understand and sympathize with your constituents that face physical, economic or social challenges. Your concerns are well founded and will be entered and considered as part of the record for this Optimization Study.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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October 9, 2009

[redacted]

Albany 12288-9631

Attention: David H Bowers

Sir:

In behalf of the large numbers of senior citizens who live in the Delaware Ave. area who Do NoT drive, we implore you to keep our beloved post office open. We truly need it for packages, certified mail, etc and for meeting our friends in, to and fro from this building.

Please, please, at 82 years I need all the help I can get.

Sincerely

[redacted]

UNITED STATES POSTAL SERVICE

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[redacted]

RE: Delaware Station

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Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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[redacted]

DAVID DESROSIERS
USPS.
30 OLD KARNER ROAD
ALBANY, NY 12288-9631

DEAR MR. DESROSIERS:

Just a short note to plead for keeping the Delaware Station Post office open: please don't close it!

It's one of the drawing points of our neighborhood that makes Delaware Avenue a true community within the city. For years I may have grumbled about waiting on line; but now I realize how busy the P.O. always is... a constant stream of people in and out, and [redacted]

the postal clerk, is always pleasant and efficient.

Also, please don't allow one more step by private industry, such as UPS and Fedex, to drive the U.S. Postal Service out of business! (Just a personal "aside" story: [redacted] is sent FedEx envelopes by them to return his required documents! The U.S. Peace Corps is using FedEx instead of the U.S. Post Office? AND, I have to go all the way downtown to State Street to mail the stuff at the nearest FedEx office, instead of just walking around the corner to my Post Office).

So many residents and businesses rely on the Delaware Station P.O. and it's such an integral part of our neighborhood, that many tears will be shed at its loss.

Please save it, and Viva the U.S. Postal Service!

Yours [redacted]

[redacted]

UNITED STATES
POSTAL SERVICE

[redacted]

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RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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[redacted]

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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My name is [redacted] in the Delaware Area Neighborhood. I am going to leave the eloquent explanations of the serious need for our post office to remain in our neighborhood to those who have written you so many postcards, signed so many petitions, and who will address you this afternoon. I am going to focus on the process that this has taken. I will start out by saying that under normal circumstances, my words would be much less harsh and much more conciliatory. But these aren't normal circumstances – I'm angry and I hope the reason for my anger will be made clear.

[redacted] I not only understand the need for true stakeholder engagement and meaningful public participation, I believe in it in my heart. That is why I am so offended by this event, which I refuse to call a public hearing, because it is not. A public hearing requires notice, of which this event had none. A public hearing requires convenience of time and place to allow for the greatest number of stakeholders to participate, of which this has none. A public hearing requires a sincere desire on the part of the convening body to listen to stakeholders and incorporate what they hear and learn, which I can only assume by the complete lack of the first two requirements is also completely lacking.

I am angry because I had to take time from work to be here today. I am fortunate in that I have a job that allows me to do so – many of my neighbors and friends who are not here are not as fortunate. I am also fortunate in that I have a car that allows me to run from work to this event and then back to work – because many of my neighbors again are not so fortunate and therefore could not attend. I am angry that, although given many suggestions and offers of assistance by the Neighborhood Association to make this event a real public hearing, you refused that help. I am angry that you think so little of me, my friends and my neighbors that you believe you have pulled something over on us and have convinced us that this event is sincere and meaningful. And I am angry that, once again, city neighborhoods are being disregarded for the more affluent suburbs. But I digress, I promised not to go into why the closure is so inappropriate and focus only on the inappropriateness of this event.

I encourage the United States Postal Service to reconsider its dismissive policy and make the effort to engage in meaningful and significant public participation when making this most serious of decisions that will affect the lives of some many who have limited resources. I encourage the USPS to work WITH the neighborhood associations, local officials and those affected to allow for the greatest participation by the greatest number of citizens.

And I ask all elected officials, those here and those to whom I will send these comments, to place as much pressure as possible to require that the United State Postal Service engage in meaningful and significant public participation while making this extremely important decision.

[redacted]

[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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In your letter you shared with us your concerns over the planning of the Community Input meeting. The meeting was scheduled within the parameters given to us for conducting a public meeting. Notification was provided through letters to each PO Box customer and public notice was place in the local Newspaper 10 days prior to the event. In addition, posters were displayed in the lobby of the Delaware Station to inform the customers using that facility.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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[redacted]

November 1, 2009

Dear Sir/Madam,

I am unable to attend this Information Meeting regarding the Post Office closure on Delaware Avenue because I need to work. However I feel that the closing of this Post Office will affect the whole neighborhood in a negative way.

Many neighbors use this post office on a regular basis. Christmas time is coming up and a lot of us like to mail out gifts to people around the world. Closing our post office will hurt not only our neighborhood but the community as a whole. Post offices are vital hubs for communication. I fear that without one in our neighborhood a damper will be placed on our residents and businesses.

I urge you to keep the post office on Delaware Ave open so that our neighborhood can have access to important resources and vital communication from people locally and from around the world. Closing it will make things much harder for people and force them to travel out of the way to mail urgent items or to find an alternative.

Thanks for your time,

[redacted]

[redacted]

UNITED STATES POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

November 8, 2009

To the Post Office,

I have lived in the Delaware Ave. area for [redacted] years. Of great convenience and importance is our post office.

I know you are experiencing many financial problems but I hope you will keep our post office open. It serves a community where many people don't have cars, are elderly or handicapped.

I appreciate being able to walk to the post office also.

Thank you for your consideration.

[redacted]

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PAGE

UNITED STATES POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dear [redacted],

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

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I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

ITEM NO. 12209
PAGE 40
55

[redacted]

November 6, 2009

Consolidation Study - Consumer Affairs
30 Old Karner Road
Albany, NY 12288-9631

Dear Sir or Madam:

My husband and I purchased a home on [redacted] in Albany [redacted] years ago specifically because we are dedicated to living in a neighborhood community where we are able to walk to the local businesses. We make every effort to do the majority of our shopping and activities without driving.

The proposed closing of the Delaware Station Post Office undermines the entire premise of our decision to purchase our home where we did.

Many individuals in our neighborhood are renters and use public transportation. The Delaware Station Post Office offers people an opportunity to perform very basic activities such as mailing a package, purchasing stamps, and picking up mail from a post office box, without wasting precious time or money commuting to another location for these services.

Our Post Office is one of the remaining elements of Delaware Avenue that is essential to maintaining both the *integrity* and the *functionality* of the neighborhood.

The Delaware Avenue area is currently undergoing a period of renovation which has resulted in a downturn in business activity. We are seeing more closed businesses and vacant buildings and do not wish to see the Post Office added to the list. Conversely, a new city library is due to open on Delaware Avenue just a block from the Post Office. Delaware Avenue is at the tipping point between rejuvenation and blight. Therefore, we ask you to please recognize the importance of preserving this vital component of our unique and historic neighborhood.

Respectfully, we ask that you do not close the Delaware Station Post Office and contribute to urban blight.

Sincerely,

[redacted]

UNITED STATES POSTAL SERVICE

FROM: 12209
PAGE 49
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[redacted]

RE: Delaware Station

Dear [redacted]

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

12209

[redacted]

November 9, 2009

"Consideration Study"
Consumer Affairs
30 Old Karner Road
Albany, NY 12288

Dear Sir/ Madam:

[redacted] I would like to register my opposition to the closure of the Delaware Avenue Post Office Station.

At this particular time when we can see a resurgence of energy, hope, anticipation and participation in the events of the neighborhood, it is disheartening to hear that one of the most vital elements of our neighborhood may close. [redacted] I know how hard we have worked to bring about this long awaited Delaware Avenue Reconstruction Project. I hope you have taken this current upheaval of our Street into consideration as you count the numbers at the Delaware Station.

We tout the fact that we have all the components of a successful urban neighborhood. I just have to mention that I have an empty apartment and it is easily rented. A healthy urban neighborhood is one that provides ALL of the services that are needed by its residents. It is one that is walkable, safe, convenient, enjoyable and sustainable. Our neighbors, half of whom do not have cars or the use of the local Bank, use the Delaware Postal Station for their banking needs as well as for postal services. It would be a terrible disservice to them not to have access to our local post office. It would take an hour or two by bus for them to reach another site just to mail a letter or transact their business. The business community will reluctantly take their business elsewhere. Who's the winner there?

It would be a crime in this day and age, when there is finally movement to return to the cities and when there is the prospect of further usage, that it is the government who is pulling out and it is the government who is helping to destroy the fabric of a healthy urban neighborhood. Please keep the Delaware Branch open. We need you. The shopping centers in suburbia will survive but it is the city neighborhoods that really need your "service".

Sincerely,

[redacted]

UNITED STATES
POSTAL SERVICE

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[redacted]

RE: Delaware Station

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Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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In your letter you shared with us your concerns for the immigrant community in the Delaware Avenue neighborhood. We are certainly sensitive to the challenges and adjustments that people new this country must make. It is also important to understand the fiscal responsibility we have to maintain a cost effective and efficient service to all of our customers across the nation.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

Council Member 1st Ward
DOMINICK CALSOLARO
35 Clare Avenue
Albany, New York 12202

Telephone: 518-463-3366
Fax: 518-434-5081
e-mail: dcalsolaro@nycap.rr.com

City of Albany
Common Council

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Chair
Parks, Recreation & Family Services

Member
General Services, Health & Environment
Housing and Community Development

November 12, 2009

Re.: Consolidation Study – Delaware Station Post Office

To Whom it May Concern:

I am opposed to proposed closing of the Delaware Station Post Office in the City of Albany, New York.

I represent close to 6600 residents in the City of Albany. The Delaware Station Post Office is the closest post office for my constituents. The First Ward boundaries include both the 12209 and the 12202 Zip Code areas. According to the 2000 Census, almost 50% of the residents in Albany's South End did not own a motor vehicle. In addition, just as many residents did not own a computer nor had internet access in their homes.

The closing of Delaware Station will impose a severe hardship on many of the people who live in the First Ward, especially those who walk to Delaware Station to conduct their postal business or who depend on mass transportation to get to their destinations. In addition, the First Ward has been experiencing an influx of immigrants from many different countries over the past ten years. These new members to our City depend on the Post Office as their communication highway to their native countries. The closing of Delaware Station will add another layer of adjustment to their lives as they navigate the complexities of living in a new country far from home.

Furthermore, the Delaware Avenue and Second Avenue neighborhoods are communities that enjoy the pedestrian-friendly aspect of Delaware Avenue. It is the pedestrian-friendly nature of our community that makes it attractive for homebuyers and small business owners to locate in our neighborhoods. The closing of Delaware Station will have a negative impact on the cohesiveness of our neighborhood business district. When people use the post office on Delaware Avenue, they also stop in the convenient store to buy a loaf of bread, or run into the Italian deli to select some cold cuts, or stop in at the neighborhood barber shop for a trim. The closing of Delaware Station will have an adverse affect on the small, family-operated businesses in our community.

Please reconsider the proposed closing of the Delaware Station Post Office. It is not just a post office to us, it is part of the fabric that makes Delaware Avenue the family-friendly, pedestrian-friendly neighborhood that it is today.

Thank you for your time and consideration in this matter.

Sincerely,

[redacted]

Dominick Calsolaro
Common Council Member – First Ward

[redacted]

UNITED STATES
POSTAL SERVICE

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Dominick Calsolaro
Council Member 1st Ward
35 Clare Avenue
Albany, NY 12202

RE: Delaware Station

Dear Mr. Calsolaro,

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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November 10, 2009

Consolidation Study - Consumer Affairs
30 Old Karner Road
Albany, NY 12288-9631

I add my plea to the many I have heard for the retention of the

ALBANY DELAWARE AVENUE POST OFFICE.

The Avenue's road improvements will enhance thriving business development, no time to close up shop. This Post Office has been serving many in this large area as no other office is near, walkable, nor convenient.

Wouldn't a better cutback be the cessation of Saturday postal delivery - at least residential?

Thank you for every consideration to retain this vital service for our community.

Sincerely,

[redacted]

[redacted]

UNITED STATES
POSTAL SERVICE

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[redacted]

RE: Delaware Station

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

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[redacted]

November 12, 2009

Consolidation Study - Consumer Affairs
Re: The Imminent Closure of the Delaware Avenue PO
30 Kamer Road
Albany NY 12288-9631

Attn. David H. Desrossiers, etc.

I realize that your decision to shut down the Delaware Avenue Post Office in Albany NY is a done deal, so this letter will make no difference. Spelling out common sense is wasted on corporate minded suburban fools who are hell bent on destroying our urban community. So I will take this opportunity to explain what any citizen of Albany understands, simple obvious things that you suburbanite corporatists are apparently unable to grasp. And of course, this comment will also be published and archived for all to read.

The US Postal Service is, first and foremost, a communication network. What good is a communication network without access points? Without a telephone I cannot make phone calls, without a computer I cannot use the internet. How can I access the US Postal Service without a Post Office?

Your answer to that question, given during the recent angry and well-attended public hearing that you held on November 4, 2009 here in Albany, was that those of us who live in or near the Delaware Avenue neighborhood are from now on expected to greatly inconvenience ourselves by using difficult to find and difficult to use access points to your communication network located somewhere in your automobile slum suburbs.

From now on if we want to mail a package we will be required to drive an automobile out to one of your suburban malls. This is pure anti-urban discrimination, which I fully understand comes easily and naturally to you people. I suspect that you were greatly shocked by the unanimous reaction at the Nov. 4 hearing to your suburbanist assault on our community.

This past Columbus Day (Oct.12) which for most people other than Italian nationalists is a bogus holiday devoted to shopping, the post offices were as usual closed. For me, a small business person, this was a work day. Unfortunately, I had a time expedite matter, a letter which needed to be accomplished today. Since you people have never seen fit to upgrade or update the Delaware Avenue PO with 24 hour automated service, my only option was to take time out of my work day and drive an excessive distance to your Kamer Road facility.

This was one hour and thirty five minutes of sheer hell. Suburban traffic is always bad on a weekday due to the poor planning of your suburbs, with your deliberately choked trunk highways which are the only way to get to your stupid curvilinear dead end streets. This day your suburban traffic was excessively bad. Once again I sat stuck in one of your traffic jams and wondered to myself, How can these people choose to live like this? If the Delaware PO had been open that day, this errand would have taken less than ten minutes and could have been pleasantly combined with several other minor tasks.

It appears that one of your goals in closing the Delaware Avenue PO is to force us to waste

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time. How dare you impose upon us this massive reduction in quality of life! You suburbanites can't buy a quart of milk or mail a letter without driving your automobiles an absurd distance. Well, that's your poor choice of lifestyle, although I must add that I am tired of subsidizing your unsustainable suburban sprawl.

It is plain to see that your drive to exterminate our urban post offices is based upon the assumption that the middle and upper classes will continue to exit the City of Albany for the foreseeable future. This assumption is wrong. The trend is reversing as you read this, a significant number of suburbanites have already begun to develop common sense and have been moving back into Albany. This is in defiance of a City government that is still doing everything it can to drive taxpayers out of the City.

I see this clearly [redacted] Albany. Fifteen or so years ago demand was poor, a renter's market. Starting about ten years ago it became easier and easier for [redacted] Today the demand is so great that I usually [redacted]

[redacted] Currently there is a glut of oil on the market, which has caused historically low prices for gasoline, which has caused a high level of consumption. Yeah, I know the price of gasoline is depressed, but nobody except delusional persons believe that this is going to last. Certainly the independent experts agree, in the long run the massive government subsidies that keep the price of gas low will not make up for the undeniable fact that the supplies of inexpensive oil are running out.

What this means is that more and more middle class consumers will find it unreasonable to part with a greater and greater portion of their incomes simply to buy a quart of milk or mail a letter. One by one they are coming to realize that there is a better alternative.

I own a vehicle that does not get very good gas mileage, yet I only need to fill the tank every six to eight weeks. I drive it almost every day, yet I don't believe I take it to the gas station more than eight times a year. How can that be? I live and work in the City, I access shops and services that are local, and I only occasionally venture out of town. I don't need a "hybrid," I don't need to brew ethanol or biodeisel in a barrel in my backyard.

Let me spell out what this means. **You are closing the Delaware PO at the exact moment when demand for this station is beginning to rise.**

So let's talk environment. By trying to force me to drive to your malls, you people are trying to force me to consume more gasoline, create more exhaust, put more wear and tear on my vehicle and add more to your constantly clogged traffic. Why are you doing this to me? What's in it for you?

Could it be, possibly, maybe, the U.S. Postal Service Corporation wants to bring more business to the big suburban shopping malls? Before we dismiss that thought as far-fetched, consider this. I understand that your corporation pays $250,000 a year on rent for the PO facility at Colonie Center Mall. Hell, I didn't even know there was a PO at Colonie Center! And consider that the three suburban POs that you people recommended that we go to, Kamer Road, Colonie Center and Stuyvesant Plaza are all within a mile of each other. Except none of these pits are accessible to pedestrians or bicyclists, and they are accessible only in the most limited sense of the word by bus.

Meanwhile, you OWN the building that houses the Delaware PO. Tell you what... why don't you shut down the redundant Colonie Center PO and use the money to pay bills on Delaware Avenue, the Pine Hills PO and on the PO in North Albany that you are

[redacted]

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destroying? That hasn't occurred to you? I'm starting to see why your corporation lost seven billion dollars last year.

I could not help but notice that at the public hearing you were careful to not suggest that that the most accessible suburban PO to Delaware Avenue in Albany is actually in Delmar, right on Delaware Avenue as a matter of fact. Over the years you have put a lot of money into upgrading the Delmar facility, indeed it looks mighty nice and has multiple services that we don't have in our neglected PO in the City. Our Delaware Avenue PO looks the same way it did 50 years ago. In all that time I don't think you people have invested any money into our PO except to paint the interior once and to add the required handicap ramp.

That neglect, plus your careful refusal to direct us to Delmar, convincingly reveals your snide suburban anti-urban bias. **You have decided without any basis that we who live in Albany are undesirable customers, while those who reside in automobile slums and waste time at shopping malls are desirable.** Why? Are we not white enough for your taste? Is that the problem?

[redacted]

And how about revenue that you will lose by closing the Delaware station and denying postal access to the neighborhood? You go on about how usage has declined at our PO, claiming that you factored in the recession and the ongoing reconstruction of Delaware Avenue, which blocks ready access. Pardon me for disbelieving you, but your refusal to provide us with your actual analysis casts grave doubt on your assertion that you considered these factors. **But by your puzzled faces it is all too clear that it did not even occur to you that your corporation will be losing revenue from those of us who have been continuing to patronize Delaware PO despite the impediments in our path.**

From what you people reluctantly revealed of your methodology, it is clear that your decision making process was conducted very much like how the Cheney - Bush administration started the War Against Iraq. They decided they wanted to conquer the Middle East, and then they manufactured "facts" to back up their decision. Typical corporate mindset.

[redacted]

Perhaps this problem could be alleviated by assigning a second clerk to serve the customers. But no, you aren't going to do that, are you now?

You've been starving our PO to death for years, hoping we would stop using it and go away. Your plan didn't work very well, did it? While you literally poured money into the suburban POs we continued to use our half starved urban PO because it is convenient. It is accessible. We don't have to waste half our day driving around in your god forsaken automobile slums just to buy a roll of stamps or mail a package.

But wait, you told us with smirks on your faces, the other option is to do your postal business online, through the Internet via your computer! Right. I do not know one single person who has a happy satisfied story about dealing with the US Postal Corporation

[redacted]

UNITED STATES POSTAL SERVICE

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PAGE 40
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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

Third, as we have previously communicated, if Delaware Station should be consolidated, customers with Post Office Boxes at Delaware Station who choose to retain a box at Albany Main Post Office will keep the same PO Box number and ZIP Code. No change of address will be necessary. If you choose to not retain your P O Box and opt for street delivery, you will be assigned a carrier route address. The new address will incorporate the community name and you can continue to use any stationary until depleted, making the necessary corrections when replenishing.

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[redacted]

online. But really, does that make sense? This reminds me of how the Western Union telegraph corporation tried to stay alive by abandoning their own technology and using the telephone.

That brings us to the heart of the matter. **It is very evident to me that you people at the US Postal Corporation have decided that your own communication network is outmoded, about to be superseded by newer technology. I say that's a load of horsecrap.** Did the telephone put you out of business? I have yet to observe a single instance of my desktop computer transmitting a package. Sure, I can order a package and someone much like yourselves will carry it to my door. But I have yet to figure out how to send a package through my keyboard.

I suggest that you learn a lesson from the movie industry. For several decades the proliferation of television sent movies into a slow steady decline. Then in the 1970s VCRs were legalized, which the movie industry fought bitterly. Suddenly accessibility to movies increased massively, anyone could pack their butts on their living room couches and become authorities on film. [illegible] more movies being made and more movie houses [illegible]

Did you catch that? Finding a new and innovative way to increase access to movies caused a massive expansion of the movie industry. The same thing can happen to your industry. I would not presume to be able to tell you how to increase access to your own communications network. But I sure as shoot can tell you that cutting back access is a sure way to kill yourselves.

Or is that what you want? Is that the plan?

I reject your corporate mindset, I spit on your self destructive business model. I am perfectly aware of what college business textbooks teach, that a sure way to enhance the bottom line is to fire employees and cut back on services. That works great for money extraction outfits like Goldman Sachs. For them the customer is nothing but a source of revenue, the sole purpose of the corporation is to extract money from the customer units.

That does not work for you. Your ultimate purpose is to provide communication, your purpose is not to enhance your bottom line. Back in 1970 Tricky Dick Nixon, who resigned the presidency in disgrace, transformed your service into a corporation like Goldman Sachs. This has been an ideological experiment, one that we can see has failed miserably.

It is time to cast off the corporatist ideology that has turned the US Postal service into a financial failure. Don't kill your communication network by denying access. **Don't close our Delaware Avenue Post Office, leave it alone. You'll be glad you did. And so will we.**

Sincerely,

[redacted]

November 12, 2009

[redacted]

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The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy; impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

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Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

Nov. 10, 2009

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To Whom it May Concern:

Regarding the Post Office on Delaware Avenue in Albany, please know how vital this Post Office is to our community. It is much used and will continue to be used by both residents and businesses as the neighborhoods grows and thrives. That Post Office is an asset to the community and I ask that it remain open.

Sincerely,

[redacted]

P.S. [redacted]

that's why it's important to me, despite the above-mentioned residential address.

[redacted]

UNITED STATES POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

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PO Box 9085
Albany, NY 12209
518-432-0516 DANA
[redacted]

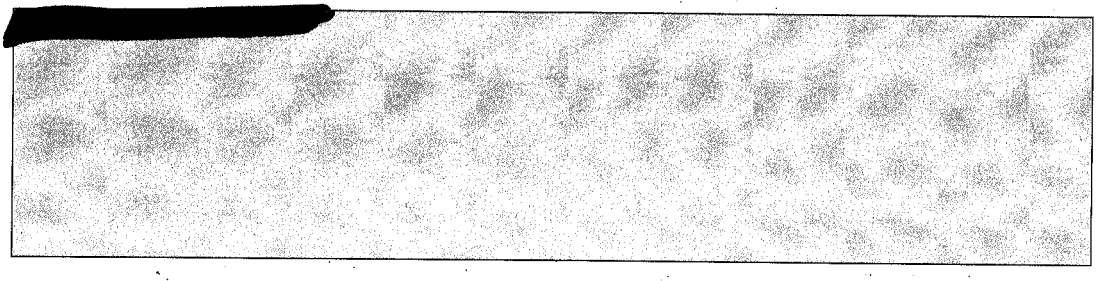
November 11, 2009

Consolidation Study-Consumer Affairs
30 Old Karner Rd.
Albany, NY 12288

Dear Sir/Madame,

Attached please find 5 additional petitions requesting that the Delaware Station post office remain open. These were collected at the recent hearing after we had already turned in the other 87 petitions. Neighbors also sent more than 200 postcards to Postmaster General Potter, before we learned that input should have gone to you.

[redacted]



The post office is an anchor for our low-moderate income neighborhood. On Saturdays especially, you can witness everyone stopping at the post office and then doing other errands along Delaware Avenue. It is an important partner to the many locally owned neighborhood businesses in the area. These very businesses are what keep our neighborhood healthy and vibrant. It would be devastating for our "main street" to lose this anchor. The small and home-based businesses will not be able to withstand the extra costs and time of trying use a post office far away. They will switch to UPS or Fedex.

It is also a very important service for the many elderly, and disabled residents of our neighborhood. Many people who don't drive choose to live in our neighborhood because they can walk to essential services like the post office. Many of the other post offices that are not being closed are in areas where the majority of people have cars and drive. They are going to use a car to get to the post office no matter where it is. That is not true in our neighborhood.

[redacted]

Ours is also a neighborhood of many new immigrants. The post office is a lifeline to their families and former homes. An incredibly important service that the post office has provided is money orders. Because money orders are readily available, my neighbors have not turned to other less ethical financial services.

Many residents and business moved to this neighborhood because they could walk to the post office. When we work to encourage more homeownership in our neighborhood which is good for the community and the environment, one of our selling points is the neighborhood post office. Keeping post offices in dense, urban, walkable neighborhoods is the sustainable and environmental choice.

It is important to note that Delaware Avenue is undergoing a VERY significant and total reconstruction - $14 million worth of work. It has not been done in decades and was planned well in advance. The entire neighborhood has been completely dug up for all new infrastructure and will be for another year. There is no traffic or anyplace to park for now. Business all along the Avenue is way down starting in 2007. Even our largest destination business the Spectrum Theatre is down by 30%. The other businesses are suffering much more. However once the construction is completed there will be renewed energy and business activity. All sorts of events are planned to bring business back to this "main street" of Albany. It does not make sense for one federal agency to undermine the work of another. The Post Office can be an important partner in the rebirth of the Avenue.

The Neighborhood Association would be happy to meet with you to talk about how we can help to increase business at that branch. One thing we've heard from many neighbors is that they do sometimes drive the half hour to the Colonie Mall post office just because their hours are so convenient. We could have convenient hours at the Delaware Station. My neighbors are very concerned about losing their post office. I have never received so much interest in a neighborhood issue before.

We urge you to keep the Delaware Branch of the Post Office open. Please feel free to contact me for additional information or assistance.

Sincerely,

[redacted]

UNITED STATES
POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dea[redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

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I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other

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stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy; impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

We certainly understand and sympathize with your concern for the residents of the Delaware Avenue neighborhood that are elderly or have economic challenges. We also understand the obstacles many immigrants experience when meeting the demands of life in the United States. We are committed to providing the best possible service to all customers regardless of economic or other concerns.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

12209

November 6, 2009

Dear Postmaster:

I am writing to express my deep concern about the possible closing of the post office station on Delaware Ave in zip code 12209. I specifically purchased my home in this neighborhood fifteen years ago because I could walk to multiple services on Delaware Ave, including the post office. I use this post office for stamps, mailing packages and a PO Box for a small business with which I am involved. This post office is a critical service, and an important anchor to this shopping district & neighborhood. Many of my neighbors do not drive, including elderly, disabled and environmentally conscientious individuals who will not have ready access to USPS without this branch remaining open. Many neighbors also have no computer access here, so online alternatives are not available. Importantly, many of my neighbors use this post office for money orders to pay bills - this service is also not readily accessible in the absence of the Delaware station being open.

I urge you to keep this station OPEN.

Sincerely,

[redacted]

UNITED STATES
POSTAL SERVICE

[redacted]

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RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Margaret M Pepe

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Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

UNITED STATES POSTAL SERVICE

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To close our P.O. is totally ridiculous. We have entire neighborhood of seniors who walk to our P.O. There are several alternatives that you could do other than close our P.O. This idea really was not merited. It would be a grave mistake. Totally disregard this entire network.

To our valued boxholders at Delaware Station:

As the postal manager responsible for the post office in this area, I would like your opinion concerning a possible change in the way local postal services are provided. Our tentative plans will only lead to a formal change if we are satisfied that regular, effective service can be provided. That's why your opinion is so very important.

Why is a change necessary here or anywhere?

With changes in mailing habits and the recession-related drop in mail volume, Postal Service processes less mail today. As a result, revenues that fund the Postal Service have fallen significantly. The Postal Service is responding aggressively with a variety of initiatives including voluntary early retirement offers to employees, consolidating mail processing operations and adjusting carrier routes across the board. In the last year, we have cut nearly $6 billion in costs.

But the changes we have made are still not enough. Remember, the Postal Service receives no tax dollars. We have to look for ways to save your postage dollars. We are reviewing our retail network –more than 33,000 locations – with an eye toward becoming more efficient while maintaining easy customer access to our services.

Why here? The change in workload is just part of the story. Regular customers of this facility will find that we have 2 other postal facilities located within a 3 mile radius.

Where can I find Postal Services nearby?

The Delmar Post Office has full retail service hours from 8:30 a.m. to 5:00 p.m., Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturday.

The lobby is open from 7:00 a.m. to 5:15 p.m. Monday through Friday and 7:00 am to 1:15 p.m. on Saturday for pick up of post office box mail.

Retail services are also available at the Main Office located 2.7 miles away at 45 Hudson Ave Albany NY 12207. Hours of service at this office are 8:30 a.m. to 5:30 p.m., Monday through Friday. Post Office Box mail can be picked up 6:00 a.m., to 5:30 p. m. Monday through Friday and 6:00 a.m. to 12:00 p.m. Saturdays.

As a result, we are considering consolidation of the Delaware Station, located at 332 Delaware Ave., Albany, NY 12209.

What could this mean? If we pursue consolidation, the Postal Service would relocate your post office box to either the Delmar Post Office to the Main Office in Albany, NY located within a 3 mile radius of Delaware Station.

If a change to service does occur, Post Office Box customers from this office will not be required to change their address when relocating their box service to either the Delmar, or Albany Main Post Offices. However, if you prefer street delivery of your mail, or opt to establish a post office box elsewhere, you will need to file a change of address.

We need your opinions to complete our study. If you would like an opportunity to discuss alternatives with us or to present written comments that will be added to the public record on this study, please be advised that postal representatives will host an Information session at the Elks Lodge located at 25 South Allen, Albany NY 12208 on November 4, 2009 beginning at 4: p.m..
Or, you may direct questions to ***CONSOLIDATION STUDY – Consumer Affairs, 30 Old Karner Road, Albany NY 12288-9631.*** We look forward to your comments.

Sincerely,

Margaret Pepe
Manager, Customer Relations, Albany District

[redacted]

"Why not close the Delmar PO & re-route everything to our PO on 332 Delaware, Albany. No, that would be out of the

UNITED STATES POSTAL SERVICE

FROM: 12209

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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

Third, as we have previously communicated, if Delaware Station should be consolidated, customers with Post Office Boxes at Delaware Station who choose to retain a box at Albany Main Post Office will keep the same PO Box number and ZIP Code. No change of address will be necessary. If you choose to not retain your P O Box and opt for street delivery, you will be assigned a carrier route address. The new address will incorporate the community name and you can continue to use any stationary until depleted, making the necessary corrections when replenishing.

We are a customer-oriented organization, and there are procedures and guidelines for changing the type of delivery when service by existing methods imposes an *extreme physical* hardship to an individual customer. Customers may request a temporary change in the mode of delivery for an authorized delivery point by submitting a written request to Postmaster Albany for initial review. Changes may be made when service as currently provided would impose an extreme physical hardship on an individual customer.

I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

[redacted]

The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

We certainly understand and sympathize with your concern for the residents of the Delaware Avenue neighborhood that are elderly or have economic challenges. We are committed to providing the best possible service to all customers regardless of economic or other concerns.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts and concerns with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

ITEM NO. 12209
PAGE 90
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Margaret Pope,

I am writing in regards to the letter I received in my p.o. box considering possible consolidation of Delaware P.O.

The faithful customers of this p.o. should have TOP priority in the decision.

Is the person responsible for this idea looking at the over-all view? Or sure another p.o. 3 miles this way that way or the other is no big deal. At least that's what seems to be implied in the letter but if you don't drive, need to send a package or need mailing supplies it sure in h.e. double hockey stick is. What about the elderly in the area? The disabled & the sick? Winter weather conditions are another factor.

Whoever implemented the above idea, I AM sure is NOT affected, so what does it matter? (To us it certainly does!)

Well it matters to us little people that make up this p.o.'s customers & who rely & depend on this government service.

Beginning of the letter: To our valued Boxholders (customers, patrons)

Just how valued are we that we may be thrown under the bus to satisfy a government agency needs?

KEEP DELAWARE P.O. OPEN!

Thanks for your time. Sincerely,

(4)

UNITED STATES
POSTAL SERVICE

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[redacted]

RE: Delaware Station

Dear [redacted]

Thank you for your recent comments concerning the proposed consolidation of Delaware Station. Your comments along with others received will be included in the official record and considered carefully before further action is taken.

I would like to take this opportunity to address many of the concerns that have been raised. First, as to accessibility and convenience, we realize the convenience of Delaware Station is important to many residents. However, as part of an overall examination of efficiency and service to all of our customers, we must look at the proximity of all customers to postal services. As you are aware, the Delmar Post Office, 357 Delaware Ave, is only 1.4 miles away, and the Albany Main Post Office, 45 Hudson Avenue, is 2.7 miles away from Delaware Station's location. Both of these stations offer expanded retail hours, as well as off-street parking.

Second, for those local customers who have limited transportation options, I would like to remind you that you may choose to have delivery to your residences. There are also many ways to obtain postal products and services without visiting a Post Office. These include buying postage online at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail, as well as schedule free package pickups. Other local businesses sell postage stamps and provide money order service.

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I understand and appreciate your concerns about the environment. The Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. We understand that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

Several customers have mentioned that Delaware Station is an important part of the community, and adds to the quality of life in the area. Others were concerned about erosion of businesses in the community. We appreciate these feelings and will include them in our report. Also, customers have commented on the friendly service they receive at Delaware Station, and we hope this level of satisfaction is true of our other stations as well. Our goal is to provide our customers with the best possible postal service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

[redacted]

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The criteria to close or consolidate a Post Office are based on many factors. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy, impact to communities and small towns; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. If it is determined that discontinuance of Delaware Station should be pursued, a formal proposal will be written and forwarded to Headquarters for final approval. No final decision will be made for at least 60 days.

We certainly understand and sympathize with your concern for the residents of the Delaware Avenue neighborhood that are elderly or have economic challenges. We are committed to providing the best possible service to all customers regardless of economic or other concerns.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts and concerns with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

11/24/2009

Memo to the record

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No return address was provided with letter in order to respond.

November 6, 2009

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Consolidation Study - Consumer Affairs
30 Old Karner Road
Albany, NY 12288-9631

re: Delaware Station closure

To whom it may concern:

Thank you for giving us the opportunity to speak Wednesday on behalf of our Post Office branch on Delaware Avenue.

I did not speak at the public meeting as many people who did made the points I would have made. So, for the record, I would like to emphasize those points again in this letter for your consideration.

Society is in the shape it is in because we all are disassociating ourselves from each other: we text instead of call; we email instead of write a personal letter; we send e-cards instead of supporting Hallmark. And we spend way too much time in front of the TV watching unrealistic "reality shows" and playing violent computer games.

The Urban Post Office is more than a place to send letters, packages and get money orders. It is a central meeting place where neighbors have the opportunity to meet face to face on a personal level, which helps to strengthen our community ties and solidify our neighborhood.

As stated at the meeting by [redacted] our neighborhood also has a high population of residents who are physically and/or visually disabled. CDTA has changed their schedules so that a trip to the alternate post offices would take over an hour and cost $6. Life for these residents is already difficult enough and many are on limited income. This also applies to the great many residents who do not have cars because they moved here to be able to live in an urban environment without needing one. Pine Hills and Delaware Ave are the 2 most wonderful neighborhoods in the city and the Post Office is the hub of both.

Also, Delaware Ave has been under construction since the beginning of your study. The numbers you have gathered are NOT accurate as any business owner along the Avenue will tell you, business is way down.

And lastly, as with the other self employed business owners in the neighborhood, I will not move my post office box to another location and I will not drive to another location to mail my business correspondence. Your competitors will get my business.

Would it help to cancel Saturday mail delivery? Most of the rest of government employees only work 5 day weeks, why do mail carriers have to work 6? I like getting mail on saturday, but I can adjust if it means keeping my local post office open. Also, alternating hours 8am-1pm one day, and 1pm-6pm the other might help save money as well.

We need to work together to solve this very important issue.

Sincerely,

[redacted]

UNITED STATES
POSTAL SERVICE

ITEM: 12209
PAGE: 40 91

[redacted]

RE: Delaware Station

Dear [redacted]

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[redacted]

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We certainly understand and sympathize for the residents of the Delaware Avenue neighborhood that live with economic and physical challenges. These are important concerns and are considered as a part of the Optimization Study.

Providing service to communities is a basic function of the Postal Service. However, when redundant services are available in such close proximity to a facility, as is the case with Delaware Station, it is in the best interest of the Postal Service and our customers to determine if service levels can be maintained while realizing infrastructure and related cost reductions. The name of this study is Station and Branch Optimization for one reason. It is a study to determine if we are utilizing our resources in the most cost effective manner while maintaining service levels to the community. Your concerns and those of everyone that have responded to our request for feedback are a very important part of this process and will be considered before a final decision is made.

Again, thank you for sharing your thoughts with us.

Sincerely,

Margaret M Pepe

Margaret M. Pepe
Manager, Customer Relations
30 Karner Rd
Albany NY 12288-9996

[redacted]

View Filter:
The filter is empty.

Finance Number	FPR Line/SubTotal	Status	Month Closed
		Month	SEP-09
		Metrics	YTD Actual
[redacted] ALB-DELAWARE	31 SUPPLIES		$786
ALB-DELAWARE	3F CONTRACT JOB CLEANERS		$1,520
ALB-DELAWARE	42 UTILITIES & HEATING FUEL		$0
ALB-DELAWARE	44 MISCELLANEOUS EXPENSE		[redacted]
ALB-DELAWARE	TOTAL ALL REVENUE		
ALB-DELAWARE	TOTAL ALL EXPENSE		$89,911

[redacted]

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1

PROPOSAL TO CLOSE THE DELAWARE CLASSIFIED STATION AND PROVIDE POST OFFICE BOX SERVICE THROUGH THE HUDSON AVE (MAIN) CLASSIFIED STATION

DOCKET NUMBER 12209

ITEM NO. 12209
PAGE 43
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I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to consolidate the Delaware, NY Classified Station and provide PO Box delivery service administered by the Hudson Avenue Post Office, located 2.7 miles away. Those customers that opt for street delivery will be served by Carrier Annex.

Service will be provided to mailboxes installed by customers on the carrier's line of travel.

Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in July 2009 indicated that customer usage and workload at the Delaware Classified Station had declined. This decline and the fact that the there are 7 retail units located 3 miles from the Delaware Classified Station. The Postal Service feels that a maximum degree of effective and regular service will be provided through P.O. Box/GD-Another Office at Hudson Ave (Main), located 2.7 miles away.

The Delaware Finance Station, an EAS-17 level, provides service 33.75 hours a week from 08:45 AM-01:00 PM, 02:00 PM-04:30 PM, Monday through Friday, and 09:00 AM-12:00 PM on Saturday to 154 post office box, general delivery and intermediate rural HCR customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average [redacted] There are zero permit mailers and zero postage meter customers. Administrative responsibility for these customers will be transferred to the Hudson Avenue Post Office, located 2.7 miles away.

When this final determination is implemented, delivery and retail services will be provided by P.O. Box/GD-Another Office delivery emanating from the Hudson Avenue Post Office, an EAS-17 level office located 2.7 miles away. Window service hours at Hudson Avenue are from 07:00 AM-05:30 PM, Monday through Friday, and 07:00 AM-12:00 PM on Saturday. There are 248 post office boxes available.

On 11/4/2009, representatives from the Postal Service were available at the Elks Lodge, located at 25 S. Allen St., Albany to answer questions and provide information to customers. Thirty-eight customers attended the meeting.

A petition supporting the retention of the Delaware Post Office was received on 11/04/2009 with 864 signatures.

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.

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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. A savings for the Postal Service, which contributes 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 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. However, it is not necessary to be present to conduct most postal transactions.

3. A change in mailing address. (for those customers that opt to discontinue PO Box service) The community name will continue to be used in the new address. However, a carrier route address will be assigned, and the ZIP Code will remain 12209.

4. Customers who want post office box service at the Hudson Ave Post Office can retain the PO Box number and no address change will be necessary. Customers will experience a post office box fee increase. However, free service is available through carrier delivery.

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

Delaware is located in the incorporated city of Albany. The area is administered politically by the city of Albany. Police and fire protection is provided by Albany Police Department and Albany Fire Department. The community is comprised of 9,772 citizens

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within zone 12209. The Postal Service has 12 postal facilities throughout the city. There are also 30 Stamps on Consignment locations within a 3 mile radius of Delaware Station.

[redacted]

The following nonpostal concerns were expressed at the community meeting and from customer letters:
Concern: Customers expressed concern for loss of community identity.

Response: A communityâ€™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 Delaware Station ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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 Delaware community.

Concern: Customers felt the loss of the Delaware post office would discourage new businesses from coming to the community.

Response: Again, businesses generally require regular and effective postal services, and these will always be provided in the Delaware community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a post office, but on the provision of effective and regular postal services.

Concern: Customers were concerned about growth in the community.

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

[redacted]

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.

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 information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The clerk will be reassigned.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of [redacted] with a breakdown as follows:

Clerk Salary (PS-6, Step A) $40122
Fringe Benefits @33.5% $13440.87
Rental Costs, Including Utilities $[redacted]

Total Annual Costs $[redacted]
Less Cost of Replacement Service $

Total Annual Savings [redacted]

[redacted] incurred for installation of PO Box unit.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

[redacted]

VII. NOTICES

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A. **Support Materials: This is a proposal. It is not a final determination to close this classified station.**

[redacted]

Edward F. Phelan Jr.
Albany District Manager

11/24/2009

UNITED STATES
POSTAL SERVICE

12209
99
1

November 24, 2009

VICE PRESIDENT, DELIVERY AND RETAIL
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA RM 5621
WASHINGTON DC 20260-5621
ATTN: MANAGER, CUSTOMER SERVICE OPERATIONS

SUBJECT: OFFICIAL RECORD

Enclosed for your review and approval is the official record to discontinue the Delaware Station.

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 and 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 Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4080 or Margaret Pepe at (518) 452-2471.

[redacted]

Edward F. Phelan Jr.
District Manager
Customer Service and Sales

Enclosures: One copy of record
Headquarters' acknowledgment of receipt of official record (optional)
Self-addressed envelope

Concurrence:

_____ _____
Timothy C. Haney, Vice President, Area Operations Northeast Area Date

[redacted]

Routing Slip

To	Dept., Office or Room No.
1. Kim Weaver - Mgr. Government Liaison	
2.	
3.	
4.	
5.	
6.	

- ___ Approval
- ___ Signature
- ___ Comment
- ___ See Me
- ___ As Requested
- ___ Information
- ___ Read and Return
- ___ Read and File
- ___ Necessary Action
- ___ Investigate
- ___ Recommendation
- ___ Prepare Reply

From: Kim Matalik

Extension: (202) 268-5083

Room No.: 5621

Date: 01/25/2010

Remarks

A Final Determination to close the Delaware Classified Station has been submitted to the Manager, Customer Service Operations for approval.

DOCKET NO: 12209

COUNTY: Albany

CONGRESSIONAL INVOLVEMENT: YES ( ) NO (X)

Reviewer: Kim Matalik - Cindy LeCompte

[redacted]

edits

Executive Summary

Area: Northeast
District: Albany
Losing Facility Name: Delaware Station
City/State: Albany, NY
10-Digit Finance #: [redacted]
Postmaster Level: 24

Facility Use/Type:
(Retail Only, Retail and Post Office Box, Retail, Post Office Box, and Carrier Delivery) Retail and Post Office Box

Losing Facility Information

FY 08 Walk-In Revenue = [redacted]
FY 09 Walk-In Revenue =
% SPLY =
Average Daily Retail Transactions =
Average WTIL (RCE or CEM) =
Total Customers =
Employee Positions (loss)=

D3
410(c)(2)

 # Carrier Delivery: 0
 # EAS: 0

Savings/Cost

Clerk Workhour Savings = $ [redacted]
EAS Savings = $
Maintenance Savings = $
Utility Savings = $
Lease Savings = $
Inter-Transportation Savings = $
Carrier Costs = $
Clerk Labor Costs = $
Total Annual Savings = $

Total One-Time Costs = $

Total First Year Savings = $

Gaining Office

Average WTIL (RCE or CEM) [redacted]
Miles to Gaining Office: 1:42

COMMENTS:
A one-time expense of [redacted] will be incurred for building modifications to the gaining facility to accommodate post office box customers.

FINAL DETERMINATION TO CLOSE

THE DELAWARE STATION, NY CLASSIFIED STATION

AND PROVIDE

RETAIL AND POST OFFICE BOX

SERVICE THROUGH THE ALBANY HUDSON AVENUE, NY POST OFFICE

DOCKET NUMBER 12209

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Delaware, NY Classified Station and provide post office box delivery service at the Hudson Avenue, NY Post Office, located 1.42 miles away. The post office box customers will be able to retain their address if they move to the Hudson Avenue Post Office. If they choose to rent a post office box at another location or receive carrier delivery, they will have to change their address.

The Delaware Station offers post office box delivery and retail services to 154 post office box customers. The revenue has continued to decline and with the moderate number of retail transactions provided, the Postal Service feels that effective and regular service will continue to be provided through post office box, city delivery and retail service provided by the Hudson Avenue Post Office. Additionally there is one contract postal unit, and twelve post offices, stations and branches located within four miles.

The Delaware Classified Station provides service 36 3/4 hours a week from 8:45 a.m. to 1:00 p.m. and 2:00 p.m. to 4:30 p.m., Monday through Friday, and 9:00 a.m. to 12:00 p.m. on Saturday to 154 post office box customers. Retail services include 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 average 219. Office receipts for the last three years were: $276,444 in FY-2007; $285,300 in FY-2008 and $263,369 in FY-2009. There are no permit mail customers.

When this final determination is implemented, delivery and retail services will be provided by the Hudson Avenue Station. All operations will be moved to this location. Window service hours at the Hudson Avenue Station are from 7:00 a.m. to 5:30 p.m., Monday through Friday and 7:00 a.m. to 12:00 noon on Saturday. There are 248 Post Office boxes available at a decreased ?

Retail service is also available at the Empire Plaza Station, located approximately 1.2 miles away. Window service hours at Empire Plaza Station are from 9 a.m. to 4:45 p.m. Monday through Friday.

On November 4, 2009, representatives from the Postal Service were available at the Elks Lodge to answer questions and provide information to customers. Thirty eight customers attended the meeting.

A petition supporting the retention of the Delaware Classified Station was received on November 4, 2009 with 864 signatures.

The following postal concerns were expressed at the community meeting and the petition.

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

   Response: Some customers will have to travel farther to obtain services. Since there is one contract postal unit and twelve post offices, stations and branches located within four miles of the Delaware Station, the Postal Service feels that customers can combine trips for service with other errands that are completed during the day. Customers also have the option of carrier delivery which would eliminate trips to the post office to obtain their mail. The Postal Service has taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at www.usps.com. Customers can also purchase stamps by phone at (800) 782-6724 or on-line at www.usps.com.

2. **Concern:** Customers asked why their Post Office was being discontinued while others such as Delmar were retained.

   Response: Post Offices are reviewed on a case-by-case basis. Workload at the Delaware Station has declined. This reduced workload and the fact that there are 12 alternate locations within a four mile radius suggest that the continuation of the Delaware Station may not be warranted. The small number of customers served as well as viable alternative means in close proximity where postal retail services are available indicate that city delivery service will continue to provide a maximum degree of effective and regular service to the community.

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

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

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   Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

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   Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and minimal retail services to their residences. 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 Albany postmaster for more information.

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8. **Concern:** Customers were concerned that there will be more driving time that will be required to get to other locations, which is an environmental issue.

Response: We understand and appreciate your concerns about the environment. The United States Postal Service is the world's largest and most efficient mail delivery system. Handling almost half of the world's mail requires the use of many resources. The Postal Service understands that ensuring the sustainability of our planet involves using resources wisely so there is enough for future generations. We take great effort to cause as little harm to the environment as possible and have implemented a number of programs that reduce, reuse, recycle, and rethink our use of resources that impact the environment.

9. **Concern:** Customers complained about the parking at the Hudson Avenue Office.

Response: There are 12 alternative locations located within 4 miles of the Delaware community. Customers can also help the parking and traffic congestion situations by trying to visit offices during non peak times, which are generally, when the window opens in the morning, during lunch and closing time. The Postal Service is certainly aware that customers lead busy lives and we have taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Customers can purchase stamps by phone at (800) 782-6724 or through the internet at www.usps.com.

10. **Concern:** Customers felt that the data was skewed, the Census data is stale, and there is no transparency in what formula is used during the decision making process. Specifically, there is major construction in process to revitalize the Delaware area that has caused all types of business to be down; with an anticipation of increased business when the project is completed. A concern that the current year data is not reflective of data under normal circumstances. One customer questioned rumor that offices with no parking lots were targets.

Response: The decision to close a station or a branch is based on certain criteria. These include the effect on the community served; the effect on employees of the office; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. Before a final determination is made, the Postal Service will determine if the proposed alternate service will provide regular and effective postal services to the community. Businesses generally require regular and effective postal services, and these will always be provided to the Delaware community.

11. **Concern:** Customers were concerned about the community input process.

Response: All impacted Post Office Box customers received written notification of the community meeting, a notice was posted in the lobby of the Delaware Station and a public notice was placed in the local newspaper for five business days. While the meeting time may not have been convenient for all, customers were given the option to respond to the study in writing.

12. **Concern:** Customers indicated that there is urban bias and that suburban stations were spared early on.

Response: Post Offices are reviewed on a case-by-case basis. Workload at the Delaware Station has declined; the small number of customers served as well as viable alternative means in close proximity where postal retail services are available indicate that city delivery service will continue to provide a maximum degree of effective and regular service to the community.

13. **Concern:** The community wants a calculation of walking distance and time added to the mileage computations for alternate access sites included in the final determination.

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14. **Concern:** Customers were concerned about the handling of hazmat and similar hazardous materials.

    Response: Specific mailing requirements must be met when hazardous materials are mailed. The Postal Service is committed to keeping its employees and customers safe. The Postal Service has developed a Biohazard Detection System (BDS), designed for the highest possible level of detection.

15. **Concern:** Customers wanted to know if their comments would be made available

    Response: Community was advised that a request for information can be obtained via the FOIA process.

16. **Concern:** A public official did not feel public officials were notified in advance.

    Response: Any and all Public officials that we had addresses for were contacted in advance.

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. Stamps by Mail order forms are provided for customer convenience for those customers receiving city delivery service.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes 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. City delivery services 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.
2. A possible change in mailing address. Customers choosing post office box service at the Hudson Avenue office will not experience a change of address. Customers choosing city

delivery service will experience an address change. 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.

3. Customers needing services from a post office will have to travel to another location for those services. The Hudson Avenue Station is located 1.42 miles away.

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

Delaware Station is located in the incorporated City of Albany. The area is administered politically by the City of Albany. Police and fire protection, are provided by the City of Albany. The community is comprised of low to moderate income people, senior citizens and disabled people, customers who do not have means to a vehicle and those who walk to work, and those who work in local businesses.

There are 33 stores, banks, religious institutions, and businesses located around the Delaware Station. Residents walk to downtown stores for supplies and services.

The following non-postal concerns were expressed at the community meeting and from customer letters:

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. To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address.

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 Delaware community.

3. **Concern:** Customers felt the loss of the Delaware Station would discourage new businesses from coming to the community.

   Response: Businesses generally require regular and effective postal services, and these will always be provided in the Delaware community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a post office, but on the provision of effective and regular postal services.

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

   Response: Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. However, service through the Hudson Avenue Station and the other contract postal units, post offices, stations and branches within the area is expected to be able to handle any future growth in the community.

5. **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.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. No change of address will be required for customers choosing post office box service at the Hudson Avenue Post Office.

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 clerk will be reassigned within the Albany Post Office and maintain bidding status within that office. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of $95,558 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	$40,122
Fringe Benefits @33.5%	13,440
Maintenance	7,943
Inter-Station Mail Transportation	18,120
Rental Costs, Plus Utilities	+17,487
Total Annual Costs	$97,112
Less Cost of Replacement Service	- 1,554
Total Annual Savings	$95,558

A one time expense of $5,000 will be incurred for building modifications.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Delaware Station and provide retail and delivery service through Hudson Avenue Post Office, located approximately 1.42 miles away. Post office box customers will have the option of retaining their post office box and number at the Hudson Avenue Office, or closing the box and receiving carrier delivery service. Present carrier delivery customers will receive the same service with the exception of traveling to pick up accountable mail and parcels that the carrier was unable to deliver.

The clerk will be reassigned within the city of Albany Post Office and maintain bidding status within that office. No other employee will be adversely affected.

The Delaware Station provides 36 3/4 hours of window service per week to 154 customers. Daily retail window transactions average 219. There are no permit mailers.

There will be a loss of a retail outlet in the area. However, Post Office Box and carrier service at the Hudson Avenue Post Office will continue to provide effective and regular service. To help preserve identity, the name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated $95,568 annually. A disadvantage to some may be in the extra travel to obtain services.

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

Notify customers of the permanent discontinuance of the Delaware Station and advise them of the hours of operation and services available at the Hudson Avenue Post Office, the Empire Plaza Station and the other retail units located within four miles of the Delaware Station. Explain specific information on address changes and why the change is necessary.

Dean J. Granholm
Vice President
Delivery and Post Office Operations

_____
Date

STEVEN J. FORTE
SENIOR VICE PRESIDENT
OPERATIONS

UNITED STATES
POSTAL SERVICE

September 15, 2010

JORDAN M. SMALL

SUBJECT: Final Determination
Albany, NY – Delaware Station, NY 12209-9998

The proposal to discontinue retail operations of the above classified station is appoved. The final determination to discontinue the subject office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

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). 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.

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.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact Richard W. Rudez at (202) 268-5062 if assistance is needed.

Thank you for your assistance.

Steven J. Forte

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-2700
202-268-5100
FAX: 202-268-5331
WWW.USPS.COM

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 68701-9998

CSO:RRudez:6806.hrs: Albany, NY – Delaware Station, NY 12209-9998
bcc: RFile,SFile- Albany, NY – Delaware Station, NY 12209-9998

cc: Vice President, Delivery and Post Office Operations
Senior Vice President, Government Relations & Public Affairs
Vice President, Retail Products and Services
Vice President, Facilities
District Manager, Albany
Manager, Customer Service Operations
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE

THE DELAWARE STATION, NY CLASSIFIED STATION

AND PROVIDE

RETAIL AND POST OFFICE BOX

SERVICE THROUGH THE ALBANY HUDSON AVENUE, NY POST OFFICE

DOCKET NUMBER 12209

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Delaware, NY Classified Station and provide post office box delivery service at the Hudson Avenue, NY Post Office, located 1.42 miles away. The post office box customers will be able to retain their address if they move to the Hudson Avenue Post Office. If they choose to rent a post office box at another location or receive carrier delivery, they will have to change their address.

The Delaware Station offers post office box delivery and retail services to 154 post office box customers. The revenue has continued to decline and with the moderate number of retail transactions provided, the Postal Service feels that effective and regular service will continue to be provided through post office box, city delivery and retail service provided by the Hudson Avenue Post Office. Additionally there is one contract postal unit, and twelve post offices, stations and branches located within four miles.

The Delaware Classified Station provides service 36 3/4 hours a week from 6:45 a.m. to 1:00 p.m. and 2:00 p.m. to 4:30 p.m., Monday through Friday, and 9:00 a.m. to 12:00 p.m. on Saturday to 154 post office box customers. Retail services include 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 average 219. Office receipts for the last three years were: $276,444 in FY-2007; $285,300 in FY-2008 and $263,369 in FY-2009. There are no permit mail customers.

When this final determination is implemented, delivery and retail services will be provided by the Hudson Avenue Station. All operations will be moved to this location. Window service hours at the Hudson Avenue Station are from 7:00 a.m. to 5:30 p.m., Monday through Friday and 7:00 a.m. to 12:00 noon on Saturday. There are 248 Post Office boxes available at a decreased rate.

Retail service is also available at the Empire Plaza Station, located approximately 1.2 miles away. Window service hours at Empire Plaza Station are from 9 a.m. to 4:45 p.m. Monday through Friday.

On November 4, 2009, representatives from the Postal Service were available at the Elks Lodge to answer questions and provide information to customers. Thirty eight customers attended the meeting.

A petition supporting the retention of the Delaware Classified Station was received on November 4, 2009 with 864 signatures.

The following postal concerns were expressed at the community meeting and the petition.

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

   Response: Some customers will have to travel farther to obtain services. Since there is one contract postal unit and twelve post offices, stations and branches located within four miles of the Delaware Station, the Postal Service feels that customers can combine trips for service with other errands that are completed during the day. Customers also have the option of carrier delivery which would eliminate trips to the post office to obtain their mail. The Postal Service has taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at www.usps.com. Customers can also purchase stamps by phone at (800) 782-6724 or on-line at www.usps.com.

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Response: All impacted Post Office Box customers received written notification of the community meeting, a notice was posted in the lobby of the Delaware Station and a public notice was placed in the local newspaper for five business days. While the meeting time may not have been convenient for all, customers were given the option to respond to the study in writing.

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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. Stamps by Mail order forms are provided for customer convenience for those customers receiving city delivery service.
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2. A possible change in mailing address. Customers choosing post office box service at the Hudson Avenue office will not experience a change of address. Customers choosing city

delivery service will experience an address change. 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.

3. Customers needing services from a post office will have to travel to another location for those services. The Hudson Avenue Station is located 1.42 miles away.

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

Delaware Station is located in the incorporated City of Albany. The area is administered politically by the City of Albany. Police and fire protection, are provided by the City of Albany. The community is comprised of low to moderate income people, senior citizens and disabled people, customers who do not have means to a vehicle and those who walk to work, and those who work in local businesses.

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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. To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address.

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   Response: Businesses generally require regular and effective postal services, and these will always be provided to the Delaware community.

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   Response: Businesses generally require regular and effective postal services, and these will always be provided in the Delaware community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a post office, but on the provision of effective and regular postal services.

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

   Response: Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. However, service through the Hudson Avenue Station and the other contract postal units, post offices, stations and branches within the area is expected to be able to handle any future growth in the community.

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   Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. No change of address will be required for customers choosing post office box service at the Hudson Avenue Post Office.

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 clerk will be reassigned within the Albany Post Office and maintain bidding status within that office. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of $95,558 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	$40,122
Fringe Benefits @33.5%	13,440
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Inter-Station Mail Transportation	18,120
Rental Costs, Plus Utilities	+17,487
Total Annual Costs	$97,112
Less Cost of Replacement Service	- 1,554
Total Annual Savings	$95,558

A one time expense of $5,000 will be incurred for building modifications.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Delaware Station and provide retail and delivery service through Hudson Avenue Post Office, located approximately 1.42 miles away. Post office box customers will have the option of retaining their post office box and number at the Hudson Avenue Office, or closing the box and receiving carrier delivery service. Present carrier delivery customers will receive the same service with the exception of traveling to pick up accountable mail and parcels that the carrier was unable to deliver.

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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**

Notify customers of the permanent discontinuance of the Delaware Station and advise them of the hours of operation and services available at the Hudson Avenue Post Office, the Empire Plaza Station and the other retail units located within four miles of the Delaware Station. Explain specific information on address changes and why the change is necessary.

[redacted]

for Deen J. Granholm
Vice President
Delivery and Post Office Operations

9/14/2010
Date

Consumer Affairs

UNITED STATES
POSTAL SERVICE

November 30, 2010

MEMORANDUM: Correction to docket for Delaware Station, 332 Delaware Avenue, Albany NY 12209-9998.

In an effort to ensure accurate information is provided to all parties it has been discovered that incorrect information was included in the docket for Delaware Station 12209. We are providing this letter to amend the record. The lobby access hours at the Hudson Avenue Station, which has been designated as the alternate site for customers wishing to keep their current mailing address, was incorrectly included in the docket.

The docket incorrectly listed the hours at the Hudson Avenue Station, 45 Hudson Avenue, Albany, NY 12207-9998, as Monday - Friday 7:00 AM – 5:30 PM, Saturday 7:00 AM – 12:00 PM, closed Sunday. This information did not appear in our communication to the public when proposals and informational meetings were initially announced. These hours were not relied upon for determining this location as the alternate site for Delaware Station.

The correct hours as listed in the Facilities Database for Hudson Avenue Station are as follows:

Window Service hours are Monday - Friday 8:00 AM – 5:30 PM, closed Saturday and Sunday.

PO Box Lobby hours are 6:00 AM - 5:30 PM Monday - Friday, 6:00 AM - 12:00 PM on Saturday, closed Sunday.

David Desrosiers
Manager Consumer Affairs
Albany District
30 Karner Road
Albany NY 12288-9631
518-452-2406