Routing Slip

To	Dept., Office or Room No.	
1. MEMO TO DOCKET # 72913		___ Approval ___ Signature ___ Comment ___ See Me ___ As Requested ✓ Information ___ Read and Return ___ Read and File ___ Necessary Action ___ Investigate ___ Recommendation ___ Prepare Reply
2.		
3.		
4.		
5.		
6.		

From: Teri A Yardley
HQ SBOC Review Team

Date: 02/12/2010

Extension

Room No.

Remarks

MEMO TO DOCKET # 72913

Updated Information

ITEM 14 :

Updated Letters to Customers

Item 7: Flash Reports
Item 8 & 12: WOS Reports
Item 9: RDW WTIL (Retail Customer Experience , for Ft Smith Rogers Ave Station & Downtown Station.

Additional Items:

Lease Information

FDB - Post Office Fee Groups & Post Office Box Information for Ft Smith Rogers Ave Station & Downtown Station.

Locate a Post Office Printout for ZipCode 72913:

Teri A Yardley
HQ SBOC Review Coordinator

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

February 18, 2010

Customer Name
Customer Address
FORT SMITH AR 72913

Dear Postal Customer,

This letter is in response to the questionnaire you completed concerning the proposed consolidation of delivery and retail services at the Fort Smith Rogers Ave Station. Below is information addressing some of the concerns cited in the returned questionnaires:

Change of Address
Regular service for customers would continue to be provided through the nearby Fort Smith Downtown located at 1020 Garrison Avenue. Additionally, customers receiving Post Office (PO) Box service will not have to make a change of address. Their PO Box number and ZIP Code will remain the same.

Travel Distance and Convenience
With regard to the Fort Smith Rogers Ave Station, the three stations listed below are located within five miles:

Fort Smith GMF Station – located at 3318 S 7th Street
Fort Smith Downtown Fianna Hills Station – located at 2712 Market Trace
Fort Smith Downtown Station – located at 1020 Garrison Avenue

Courteous Service
The retail associates at the Fort Smith Downtown Station will continue to provide customers with friendly and efficient service. Employee courtesy is always a concern of the U.S. Postal Service. Postal employees receive frequent employee training regarding employee courtesy.

Security of Mail
Customers using PO Box service at the Fort Smith Downtown Station would receive the same level of mail security currently received at the Fort Smith Rogers Ave Station.

Empty Facility
The Fort Smith Rogers Ave Station is a leased facility. The determination of the future use of the building would be at the owner's discretion.

Senior Citizen Concerns
Carrier delivery service is beneficial to many senior citizens and those who face special challenges because the mail carrier can provide delivery to their residences. This will eliminate having to travel to the new station to pick up mail. Customers can buy stamps online through our website at www.usps.com, by phone at 1-800-STAMP24, or by mail. In addition, many other retail services are available online at our website.

Concern for Community

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. The Fort Smith Downtown Station would provide effective and regular service while avoiding detrimental impact upon the community. A community's identity derives from the interest and vitality of its residents. The Postal Service would help preserve the community identity by continuing the use of the 72913 ZIP Code.

****

It is a difficult task to weigh the concerns of the customers frequenting the Fort Smith Rogers Ave Station as well as financial and service obligations the Postal Service must meet. We have experienced declining mail volumes, rising operational costs and the effects from an increasingly turbulent economy. In our Fiscal Year (FY) 2009, total mail volume was 177.1 billion pieces, compared to 202.7 billion pieces in FY 2008, a decline of more than 25 billion pieces, or 12.7 percent. We reviewed every facet of our operation, successfully trimming $6 billion in costs in FY 09, while maintaining service levels with improved operational efficiencies. Still, despite the savings realized through cost cutting measures, we ended the year with a $3.8 billion loss.

As most people are unaware of, the Postal Service receives no taxpayer dollars for our operations and relies on sales of our products and services to generate revenue. In these trying times all Businesses must adjust to remain operationally efficient. The Postal Service has not been immune to the tough economic times.

The consolidation study is part of a formal proposal forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation would be implemented in no sooner than 60 days from the approval date. Adequate notice will be given to the public and employees, in accordance with existing guidelines and regulations, and any special circumstances will be fully addressed.

Sincerely,

Cary Chism

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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

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

[redacted]

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

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]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	All Other Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Full Postage Affixed and EMCA Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail Full Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	First-Class	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Media Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Other Domestic (Library Mail, BPM, Orphan PVI)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	International Mailing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Special Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Orphan PVI Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Packaging Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Retail Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Philatelic Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	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	■	■	■	■	■	■
	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	■	■	■	■	■	■

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

Retail Unit	Month
Rogers Avenue Station [redacted]	Sep 2008

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]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Stamps	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]
	Priority Mail Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	All Other Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Full Postage Affixed and EMCA Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail Full Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	First-Class	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Walk-In Rev (WIR)	Parcel Post Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Media Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Other Domestic (Library Mail, BPM, Orphan PVI)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	International Mailing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Special Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Orphan PVI Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Packaging Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Retail Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Philatelic Products	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]
	Passport Fees and Photo Services	[redacted]	[redacted]		[redacted]	[redacted]	
	Phonecards	[redacted]	[redacted]		[redacted]	[redacted]	
	Retail Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Customer Visits	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Operational Data	Total Transactions (Rev & Non-Rev)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	POS ONE Terminal Hours	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
B: D:	Business Days	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

[redacted]

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

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]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	All Other Stamps	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Express Mail Full Postage Affixed and EMCA Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Priority Mail Full Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	First-Class	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Walk-In Rev (WIR)	Parcel Post WIR Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Parcel Post Postage Affixed Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Media Mail	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Other Domestic (Library Mail, BPM, Orphan PVI)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	International Mailing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Special Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Orphan PVI Txn	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Packaging Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Retail Products	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	Philatelic Products	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]
	Passport Fees and						

[redacted]

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

[redacted]

UNITED STATES POSTAL SERVICE

Home | Report Problems | Help

POPR - Data Last Updated January 29, 2010

| 1.0 | Thursday, February 11, 2010 4:12:10 PM

Site Detail

Site

Area:	SOUTHWEST	District:	ARKANSAS
POS ID:	[redacted]	Finance Unit:	[redacted]
Name:	FORT SMITH ROGERS AVE STA		
Address:	3400 ROGERS AVE STE 128		
City:	FORT SMITH		
State:	AR	ZIP.	729033178

Done

[redacted]

N

AP

[redacted]

2/11/2010

UNITED STATES POSTAL SERVICE

Retail Customer Experience Wait Times

Total number of rows: 9

Total number of columns: 8

Report Filter:
({Retail Unit} = Rogers Avenue Station[redacted]) And ({Fiscal Year} = FY 2010 or FY 2009)

UNITED STATES POSTAL SERVICE

Retail Customer Experience Wait Times

District	Retail Unit DESC	Retail Unit Unit Finance Number	LOC Code	Date	Retail Customer Experience Evaluation ID	Retail Customer Experience Sequence	Metrics	Wait Time	Total Stations	Stations Staffed	Lobby Assistant (Y/N)	Total Revenue and Non-Revenue Transactions	Stamps Only Visits	Alternate Access Eligible Visits	Mail Pickup Only Visits
ARKANSAS	Rogers Avenue Station	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Ft Smith Rogers

[redacted]

UNITED STATES POSTAL SERVICE.

POPR - Data Last Updated January 29, 2010

[1 0] Thursday February 11, 2010 4:13 02 PM

Site Detail

Site

Area:	SOUTHWEST	District:	ARKANSAS
POS ID:	[redacted]	Finance Unit:	[redacted]
Name:	FORT SMITH DOWNTOWN STATION		
Address:	1020 GARRISON AVE		
City:	FORT SMITH		
State:	AR	ZIP:	729019998

Done

[redacted]

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[redacted]

UNITED STATES POSTAL SERVICE

Retail Customer Experience Wait Times

Total number of rows: 11

Total number of columns: 8

Report Filter:
({Retail Unit} = DOWN TOWN STA[redacted] And ({Fiscal Year} = FY 2010 or FY 2009)

UNITED STATES POSTAL SERVICE

Retail Customer Experience Wait Times

District	Retail Unit DESC	Retail Unit Unit Finance Number	LOC Code	Date	Retail Customer Experience Evaluation ID	Retail Customer Experience Sequence	Metric	Wait Time	Total Stations	Stations Staffed	Lobby Assistant (Y/N)	Total Revenue and Non-Revenue Transactions	Stamps Only Visits	Alternate Access Eligible Visits	Mail Pickup Only Visits
ARKANSAS DOWN TOWN STA	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

At Smith Downtown Station

UNITED STATES POSTAL SERVICE.

Facilities Database System

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

Post Office Boxes

FORT SMITH ROGERS AVE STA (Physical Address) 3400 ROGERS AVE STE 128 FORT SMITH, AR 72903-3178	**Category:** Delivery and Retail **Type:** Post Office **Subtype:** Finance Station **Area:** Southwest (G)	**Facility ID:** [redacted] **Status:** Active **AMS Locale Key:** [redacted] **District:** Arkansas

<< Return

P.O. Box System

Zipcode: 72913 Alpha ID: 0

Data Field Name	Business Rules and Field Definitions	Current Value
Contact Name:	Facility contact for P.O. Box inquiries.	SHELLEY HENSON
Contact Phone Number:	Facility phone number for P.O. Box inquiries.	(479) 783 - 7911
Number of Customers with Caller Service:	Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle.	5
Number of Reserves:	The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation). Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled.	Not Provided
P.O. Box Fee Group:	A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431. **Exceptions:** Virtual Reserve Box numbers are charged at the same rate throughout the country, regardless of the fee group	4

Rented Boxes - 670

[redacted]

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

Post Office Box Lobby

Zipcode: 72913 **Alpha ID:** 0	#1	#2	#3	#4	#5	Total
Number of Boxes:	[redacted]					
Number In Use:						
Number Available (Actual) :						
Number of Customers on Waiting List:						
Number of Parcel Lockers:						

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

Back to Top

P.O. Box System

Zipcode: 72913 **Alpha ID:** A

Data Field Name	Business Rules and Field Definitions	Current Value
Contact Name:	Facility contact for P.O. Box inquiries.	SHELLEY HENSON
Contact Phone Number:	Facility phone number for P.O. Box inquiries.	(479) 783 - 7911
Number of Customers with Caller Service:	Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle.	2
Number of Reserves:	The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation) Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled.	Not Provided
P.O. Box Fee Group:	A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431.	4

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

Post Office Box Lobby

Zipcode: 72913 Alpha ID: A	#1	#2	#3	#4	#5	Total
Number of Boxes:	[redacted]					
Number In Use:						
Number Available (Actual) :						
Number of Customers on Waiting List:						
Number of Parcel Lockers:						

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

Back to Top

Post Office information for this facility was last certified on **01/29/2010 14:46:11** by FDB user **Admin Admin**

UNITED STATES POSTAL SERVICE.

Facilities Database System

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

Post Office Boxes

FORT SMITH DOWNTOWN STATION (Physical Address) 1020 GARRISON AVE FORT SMITH, AR 72901-9998	**Category:** Delivery and Retail **Type:** Post Office **Subtype:** Station **Area:** Southwest (G)	**Facility ID:** 1363726 **Status:** Active **AMS Locale Key:** Y20335 **District:** Arkansas

<< Return

P.O. Box System

Zipcode: 72902 Alpha ID: 0

Data Field Name	Business Rules and Field Definitions	Current Value
Contact Name:	Facility contact for P.O. Box inquiries	HUFFMASTER, ANNA
Contact Phone Number:	Facility phone number for P.O. Box inquiries.	(479) 494 - 7950
Number of Customers with Caller Service:	Virtual boxes that are required when a customer receives more mail than the largest physical box [size 5] can routinely handle	[redacted]
Number of Reserves:	The count of the number of Reserve Boxes (virtual boxes that do not include box specific sortation). Callers and Reserves differ in that mail is sorted individually to a customer's Caller boxes while mail to a group of a customer's Reserve Boxes is commingled.	Not Provided
P.O. Box Fee Group:	A standard fee structure describes rates charged by a box unit for the rental of PO Boxes and virtual Caller Box number. The HQ Special Services group performs an economic analysis of each facility hosting a PO Box section and assigns a fee group rating of one through seven to a facility based on the local cost of providing the box/caller service. The fee group for each facility is published in Publication 431. **Exceptions:** Virtual Reserve Box numbers are charged at the same rate throughout the country, regardless of the fee group	[redacted]

(available 460)

[redacted]

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

Post Office Box Lobby

Zipcode: 72902 Alpha ID: 0	#1	#2	#3	#4	#5	Total
Number of Boxes:						
Number In Use:						
Number Available (Actual) :						
Number of Customers on Waiting List:						
Number of Parcel Lockers:						

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

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Post Office™ Locations

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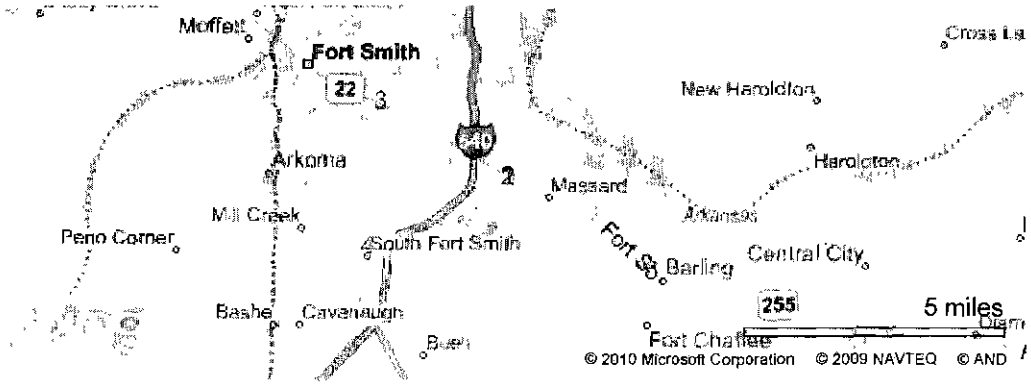

1 **Post Office™ Location - FORT SMITH**
3318 S 74TH ST
FORT SMITH, AR
72903-9998
(800) ASK-USPS
0.0 mi

Business Hours
Mon-Fri
8:30am-6:00pm
Sat
10:00am-2:00pm
Sun
closed

Services
Automated Postal Centers®

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

2 **Post Office™ Location - FORT SMITH GMF STATION**
3318 S 74TH ST
FORT SMITH, AR
72903-9998
(800) ASK-USPS
0.0 mi

Business Hours
Mon-Fri
8:30am-6:00pm
Sat
10:00am-2:00pm
Sun
closed

Services
Passport Application Services
PO Boxes Online
Automated Postal Centers®

Service hours may vary. Please check link for business hours

3 **Post Office™ Location - FORT SMITH ROGERS**

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

Services
PO Boxes Online

[redacted]

Within 5 miles
Post offices 6
Alternate sites 5
APC's 2

AVE STA
3400 ROGERS AVE
STE 128
FORT SMITH, AR
72903-3178
(800) ASK-USPS

2.9 mi

Sat-Sun
closed

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

4 **Post Office™ Location - FORT SMITH SOUTH STATION**
5200 S 32ND ST
FORT SMITH, AR
72903-6836
(800) ASK-USPS

3.0 mi

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

Services
PO Boxes Online

Service hours may vary. Please check link for business hours

SBOX

5 **Post Office™ Location - BARLING**
609 FORT ST
BARLING, AR 72923-9998
(800) ASK-USPS

3.2 mi

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

Services
PO Boxes Online

Service hours may vary Please check link for business hours

3

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

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Search for a business by name or category nationwide.

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[redacted]

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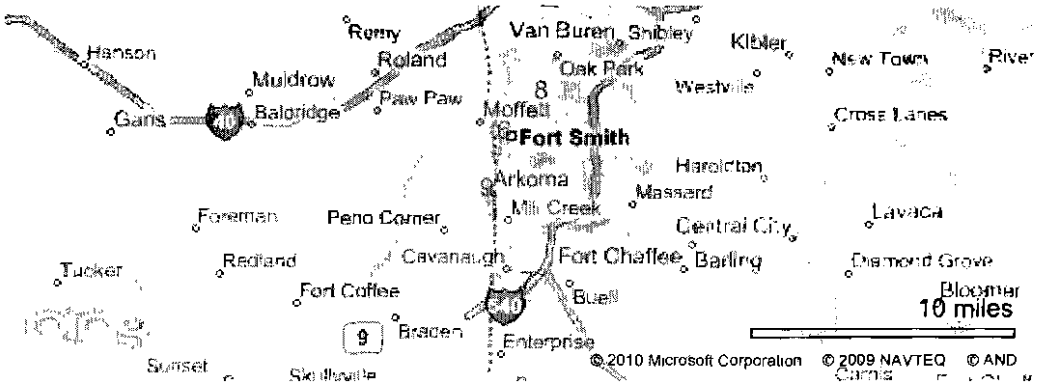

6 **Post Office™ Location - FORT SMITH DOWNTOWN STATION**
1020 GARRISON AVE
FORT SMITH, AR
72901-9998
(800) ASK-USPS

4.6 mi

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

Services
PO Boxes Online

Service hours may vary. Please check link for business hours

7 **Post Office™ Location - FORT SMITH FIANNA HILLS**
2712 MARKET TRCE
FORT SMITH, AR
72908-9998
(800) ASK-USPS

4.6 mi

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

Services
PO Boxes Online

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

8 **Post Office™**

Business Hours

Services

[redacted]

6

Location - FORT SMITH MIDLAND STATION
3100 WIRSING AVE
FORT SMITH, AR
72904-9998
(800) ASK-USPS

4.6 mi

Mon-Fri
8:00am-4:30pm
Sat-Sun
closed

PO Boxes Online

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

6

9 **Post Office™ Location - ARKOMA**
308 SICARD AVE
ARKOMA, OK 74901-9800
(800) ASK-USPS

4.7 mi

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

Services
PO Boxes Online

Service hours may vary. Please check link for business hours

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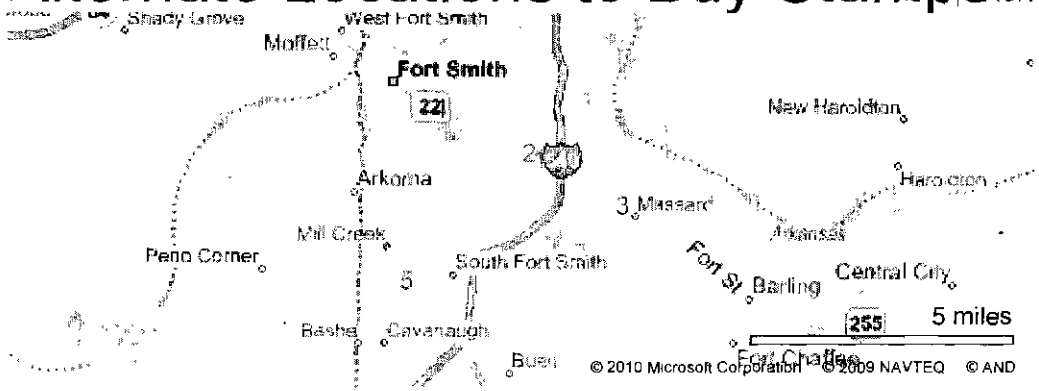

1 **STAPLES**
5711 ROGERS AVE
FORT SMITH, AR
72903-3835

0.5 mi

Directions
More info
Nearby Businesses

2 **OFFICE DEPOT**
5318 ROGERS AVE
FORT SMITH, AR
72903-2014

0.7 mi

Directions
More info
Nearby Businesses

3 **WALGREENS**
8300 ROGERS AVE
FORT SMITH, AR
72903-5235

1.3 mi

Directions
More info
Nearby Businesses

4 **WALGREENS**
2701 ROGERS AVE
FORT SMITH, AR

2.6 mi

Directions
More info
Nearby Businesses

[redacted]

72901-4225

5 **WALGREENS**
1925 ZERO ST
FORT SMITH, AR
72901-8415

3.6 mi

Directions
More info
Nearby Businesses

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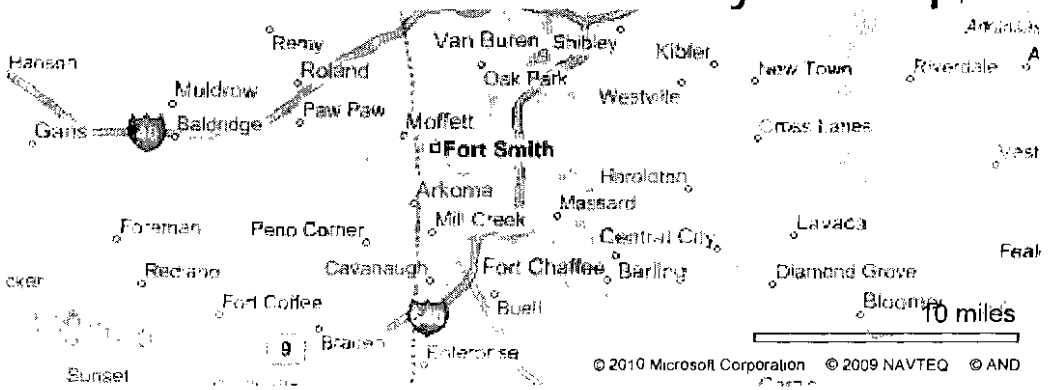

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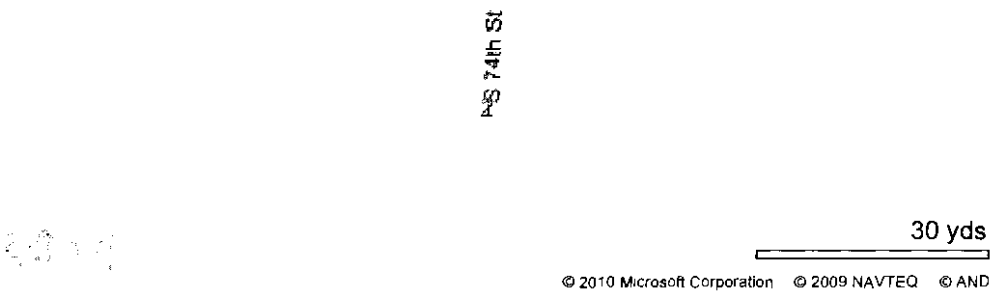

1 **Automated Postal Centers® - FORT SMITH**
3318 S 74TH ST
FORT SMITH, AR 72903-9998
(800) ASK-USPS
0.8 mi

Automated Postal Center Hours
Mon-Sun
Open 24 Hours

2 **Automated Postal Centers® - FORT SMITH GMF STATION**
3318 S 74TH ST
FORT SMITH, AR 72903-9998
(800) ASK-USPS
0.8 mi

Automated Postal Center Hours
Mon-Sun
Open 24 Hours

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Reverse Phone Number
See who is calling you

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WOS Earned - Actual Staffing Graph

Total number of rows: 21

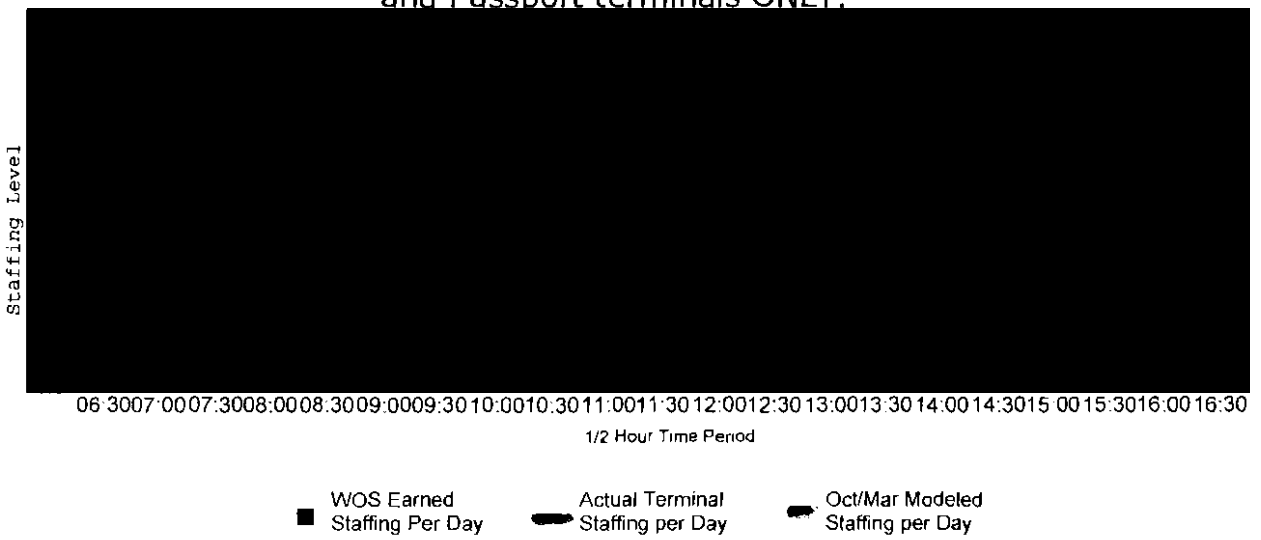
Total number of columns: 3

Report Filter:
({Retail Unit} = Rogers Avenue Station[redacted]) And (Month = Oct 2009 or Mar 2009)

UNITED STATES POSTAL SERVICE

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
06:30		[redacted]	[redacted]	[redacted]
07:00		[redacted]	[redacted]	[redacted]
07:30		[redacted]	[redacted]	[redacted]
08:00		[redacted]	[redacted]	[redacted]
08:30		[redacted]	[redacted]	[redacted]
09:00		[redacted]	[redacted]	[redacted]
09:30		[redacted]	[redacted]	[redacted]

[redacted]/3

Ft Smith
WOS- Rogers Station

UNITED STATES POSTAL SERVICE

WOS Earned - Actual Staffing Graph

1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Oct/Mar Modeled Staffing per Day
10:00			[redacted]	
10:30				
11:00				
11:30				
12:00				
12:30				
13:00				
13:30				
14:00				
14:30				
15:00				
15:30				
16:00				
16:30				

[redacted]

At Smith Rogers Station

UNITED STATES POSTAL SERVICE

WOS Earned - Actual Staffing Graph

Total number of rows: 24

Total number of columns: 3

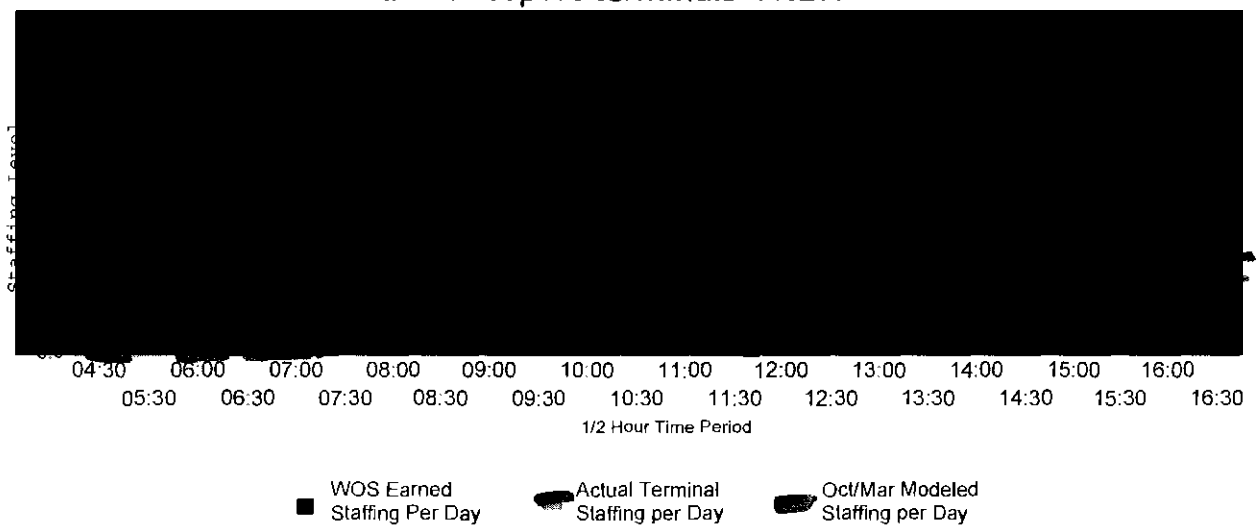
Report Filter:
({Retail Unit} = Rogers Avenue Statior[redacted] or DOWN TOWN STA[redacted]) And (Month = Oct 2009 or Mar 2009)

Combined Ft Smith Rogers + Station Downtown

UNITED STATES POSTAL SERVICE

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
04:30		[redacted]	[redacted]	[redacted]
05:30		[redacted]	[redacted]	[redacted]
06:00		[redacted]	[redacted]	[redacted]
06:30		[redacted]	[redacted]	[redacted]
07:00		[redacted]	[redacted]	[redacted]
07:30		[redacted]	[redacted]	[redacted]
08:00		[redacted]	[redacted]	[redacted]

Combined - Ft Smith Rogers AR + Downtown Station

UNITED STATES POSTAL SERVICE

WOS Earned - Actual Staffing Graph

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				
14:30				
15:00				
15:30				
16:00				
16:30				

UNITED STATES POSTAL SERVICE

WOS Earned - Actual Staffing Graph

Total number of rows: 24

Total number of columns: 3

Report Filter:
({Retail Unit} = Rogers Avenue Station[redacted] or DOWN TOWN STA[redacted]) And (Month = Oct 2009 or Mar 2009)

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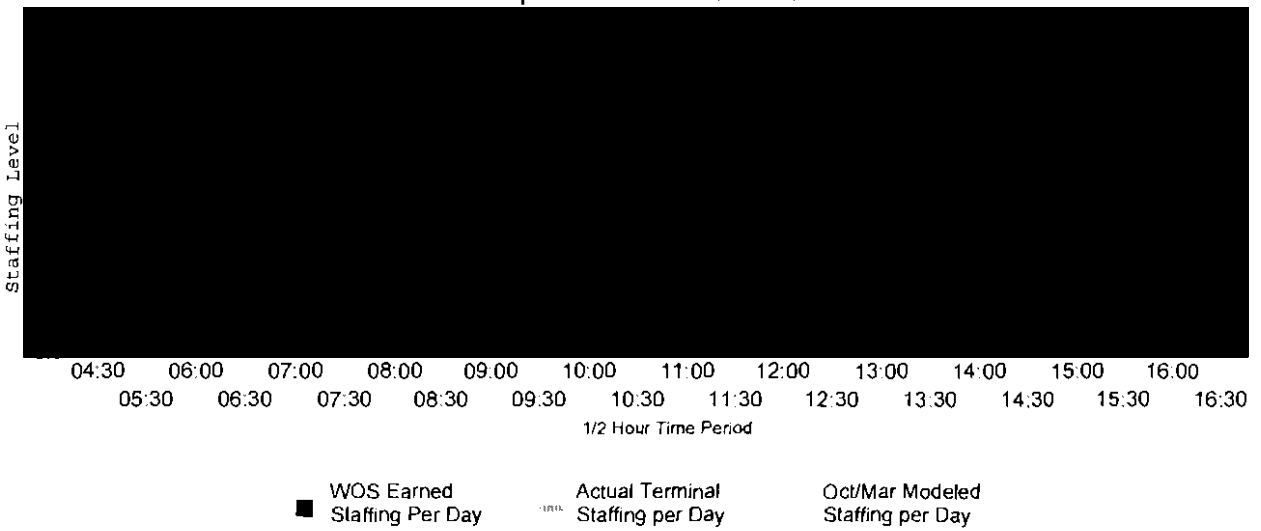

1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Oct/Mar Modeled Staffing per Day
04:30				
05:30				
06:00				
06:30				
07:00				
07:30				
08:00				

UNITED STATES POSTAL SERVICE

WOS Earned - Actual Staffing Graph

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				
14:30				
15:00				
15:30				
16:00				
16:30				

UNITED STATES POSTAL SERVICE

Exercise of Renewal Option

Facility Name/Location: FORT SMITH - ROGERS AVENUE STA
3400 ROGERS AVE STE 128 FORT SMITH AR 72903-3178

County: SEBASTIAN
Project: G35291

TO
PIKE PROPERTIES LP
% WARMACK & CO LLC
TENANT ID 0128
30 MORRIS LN
TEXARKANA AR 75503-2115

Certified Mail #: 2222743923

Issuing Office
Southwest FSO
7800 N Stemmons Frwy
Suite 400
Dallas TX 75247-4217

Date of Existing Contract: 01/22/1998

Options available (Number and Years)
3 Option(s) covering 15 Years

Pursuant to the contract with you covering this facility, the Postal Service hereby exercises its option to renew said contract as follows:

Term: 5 years	From (Date): 06/13/2008	To (Date): 06/12/2013	Annual Rate: $53,401.00

There is/are 2 renewal option(s) remaining. In all other respects the said contract shall remain the same and is hereby confirmed.

Remarks
EXERCISE FIRST OF THREE, 5-YEAR RENEWAL OPTIONS.

THANK YOU FOR PROVIDING THIS SPACE FOR POSTAL USE.

0.00 *

per month 4,451. x
3. =
13,353.00 *

0.00 *

53,401. x
3. =
160,203.00 *

160,203.00 +
13,353.00 +
173,556.00 *

6/12/10 - 6/12/11
6/12/11 - 6/12/12
6/12/12 - 6/12/13

53,401 x 3 = 160,203

Total payout $173,556

per month $ 4451 x 3 =
April
May
June
$13,353

Date	Name of Contracting Officer	Signature
01/20/2006	KATHY BJURMAN	Kathy Bjurman

RERENEWAL (Nov 97, v2.00, P)

☐ Postmaster ☐ RES ☐ District

UNITED STATES POSTAL SERVICE.

Lease

Facility Name/Location
FORT SMITH - ROGERS AVENUE STA (043231-015)
FORT SMITH, AR 72903-9998

SEBASTIAN COUNTY
Project: G32137

This LEASE, made and entered into by and between ED AND JANE WARMACK hereinafter called the Lessor, and the United States Postal Service, hereinafter called the Postal Service, USPS.

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

1. The Lessor hereby leases to the Postal Service and the Postal Service leases from the Lessor the following premises, hereinafter legally described in paragraph 9, in accordance with the terms and conditions described herein and contained in the 'General Conditions to U.S. Postal Service Lease,' Section A, attached hereto and made a part hereof.

Upon which is a one story masonry building and which property contains areas, spaces, improvements, and appurtenances as follows:

AREA	SQ. FEET	AREA	SQ. FEET
Net Floor Space	5,477	Joint Use/Common Areas:	
Platform	365	Parking Lot and Driv	66,000
Parking and Maneuvering	3,500		
Other:			
Driveway			
Landscaping			
Sidewalks	1,226		

Postal Service shall have exclusive use of Suite 128 and the platform loading area. Other exterior areas are joint use common areas.

Joint use of parking lot and driveways in the shopping center. (66,000 sf Figure is approx.)

Total Site Area: 10,203

2. RENTAL: The Postal Service will pay the Lessor an annual rental of: $87,084.30

Eighty-Seven Thousand Eighty-Four and 30/100 Dollars

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

payable to:
~~ED AND JANE WARMACK~~
~~3 WOOD PLACE~~
~~TEXARKANA AR 71854-3333~~

ED and Jane Warmack
#650 Central Mall
Texarkana, Tx. 75503-2497
tele 1-903-838-4000

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

3. TO HAVE AND TO HOLD the said premises with their appurtenances:

FIXED TERM: The term beginning June 13, 1998 and ending June 12, 2008 for a total of ten (10) years.

ORIGINAL

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

RENEWAL OPTION	TERM NO. OF YEARS	PER ANNUM RENTAL
1	5	$53,401.00
2	5	$60,247.00
3	5	$69,832.00

provided that notice is sent, in writing, to the Lessor at least 60 days before the end of the original lease term and each renewal term. All other terms and conditions of this Lease will remain the same during any renewal term unless stated otherwise herein.

5. TERMINATION: None.

6. UTILITIES, SERVICES, AND EQUIPMENT: Lessor, as part of the rental consideration, shall furnish the following utilities, services and equipment: (See Lessor Obligations of General Conditions (A.24) and/or attached addendum for definitions.)
Heating System, Air Conditioning Equipment, Light Fixtures, Sewerage System, Electrical System, Water System, USPS to pay all separately metered utility usage associated with Postal operations.

7. OTHER PROVISIONS: The following additional provisions, modifications, riders, layouts and/or forms were agreed upon prior to execution and made a part hereof:
Construction Rider - Existing Bldgs (C-1), Maintenance Rider - Lessor (M-1), Percentage Reimbursement Tax Rider (T-1), In addition to the Construction Rider provisions, the lessor is responsible for the removal of all hazardous materials, including but not limited to asbestos and lead-based paint from the facility prior to postal occupancy.

Areas presented in Plans and Specifications referred to in the Construction Rider take precedence over areas shown ~~oin~~ on page 1 of this lease.

8. The undersigned has completed the 'Representations and Certifications.' (See Section B).

9. LEGAL DESCRIPTION:
Suite No. ~~130~~ #128 in the Park Plaza Shopping Center, 3400 Rogers Avenue, Fort Smith, Arkansas, with adjacent sidewalks on the front and side and parking spaces/loading area along the south side of the suite.

The lease area, Suite 128, is graphically depicted on the attached Site Plan Exhibit To Post Office Lease, said area being a part of Park Plaza Shopping Center, Tract "A" and Tract "B" in Hendricks Hill Addition No 1, Fort Smith, Arkansas. All obligation of the Landlord pursuant this lease and related documents, shall be limited to the leased area Suite 128. The Landlord makes no representation to the tenant concerning hazardous material in other Park Plaza leased area.

ORIGINAL

UNITED STATES POSTAL SERVICE

Lease

EXECUTED BY LESSOR this 8th day of January, 1998.

CORPORATION

Affix Corporate Seal

Print Name & Title	Signature
ED WARMACK	Ed Warmack
JANE WARMACK	Jane Warmack

Lessor Address: ED AND JANE WARMACK
3 WOOD PLACE
TEXARKANA AR 71854-3333
Telephone No: (870) 772-4901
Taxpayer ID: 71-0186440

Ed and Jane Warmack
#650 Central Mall
Texarkana, Tx 75503-2497
903-838-4000

Witness

Witness

ACCEPTANCE BY THE POSTAL SERVICE

Date: 1.22.98

LARRY D BROOKS
Contracting Officer

Larry D Brooks
Signature of Contracting Officer

PO BOX 667180
DALLAS TX 75266-7180
Address of Contracting Officer

ORIGINAL

UNITED STATES POSTAL SERVICE.

Form of Acknowledgment for Corporations

STATE OF Texas

COUNTY OF Bowie

Personally appeared before me, a Notary Public in and for the County and State aforesaid,

Ed Warmack and Jane Warmack
(Name of authorized officer(s) signing lease)

who is/are known to me to be the _____ and _____
(Titles of officer(s) signing lease)

of the _____ and
(Name of Corporation)

to be the same person(s) who executed the foregoing lease, who depose(s) and say that said person(s) know(s) the seal of the said corporation, that the seal affixed to the above instrument is the seal of said corporation, and that it was affixed, and that said person(s) signed this lease by the authority of the said corporation, for the purposes set forth, and as said person(s) own free and voluntary act.

Done at Texarkana, in the County and State aforesaid,
this 8th day of January, 1998.

NOTARIAL SEAL

NOTARY PUBLIC STATE OF TEXAS
BRENDA S. SHUTTLESWORTH
Notary Public
STATE OF TEXAS
My Comm Exp 01/24/2001

Brenda S. Shuttlesworth
Notary Public

My commission expires 1-24-01

NOTE. If the corporation is without a seal, that portion of the acknowledgment referring to a seal should be stricken out, and on the blank line following this statement should be made "and that the said corporation has no corporate seal."

REACKC (July 96, v1.12, P)

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UNITED STATES POSTAL SERVICE

Form of Acknowledgment for Contracting Officer

STATE OF TEXAS SS:

COUNTY OF DALLAS

Personally appeared before me, a Notary Public in and for the County and State aforesaid,

LARRY D. BROOKS
(Identify individual party to the lease)

known to be the CONTRACTING OFFICER
DALLAS FACILITIES SERVICE OFFICE
UNITED STATES POSTAL SERVICE

and to be the same person who executed the foregoing Lease, who deposes and says that he signed his name thereto by authority of said Postal Service, for the purposes set forth, and as his own free and voluntary act.

Witness my hand and notarial seal, in the County and State aforesaid,
this 22nd day of January, 1998.

NOTARIAL SEAL

DEBORAH S. ESTES
MY COMMISSION EXPIRES
March 24, 1998

Notary Public - Deborah S. Estes
State of Texas
My commission expires March 24, 1998.

ORIGINAL

Maintenance Rider
Lessor Responsibility

See M-2, Next Page

a. The Lessor shall, except as otherwise specified herein and except for damage resulting from the negligence of Postal Service agents or employees, maintain the demised premises, including the building and any and all equipment, fixtures, and appurtenances, whether severable or non-severable, furnished by the Lessor under this Lease, in good repair and tenantable condition. For the purpose of so maintaining said premises and property, the Lessor may at reasonable times, and upon reasonable notice to the facility manager, enter and inspect the same and make any necessary repairs thereto. Additionally, the Lessor shall designate maintenance repairmen for electrical emergencies, plumbing emergencies and for heating, ventilating and air conditioning and other emergencies (windows, doors, locks and other elements), who may be called by the Postal Service in the event of any emergency situation involving maintenance when the Lessor or the Lessor's agent cannot be contacted within a reasonable time.

b. Lessor is responsible for inspection, prevention and eradication of termites and any other wood eating insects and for repairs of any damage resulting therefrom.

c. Lessor shall repaint the interior (including but not limited to the walls and ceilings) and exterior at least once every five (5) years (unless the five (5) year period is specifically extended in writing by the Contracting Officer) and at any other time that painting may become necessary as a result of fire or other casualty

d. If a heating system is furnished by Lessor under this Lease, such system must be maintained by Lessor at all times so as to be capable of providing a uniform temperature of at least 65 degrees Fahrenheit in all enclosed portions of the demised premises.

e. If air-conditioning equipment is furnished by Lessor under this Lease, such equipment must be maintained by Lessor at all times so as to be capable of maintaining a uniform temperature of no greater than 78 degrees Fahrenheit in all enclosed portions of the premises.

f. Any heating boilers, hot water supply boilers, unfired pressure vessels, elevators, escalators and dumbwaiters provided by Lessor as part of the leased premises or operated by the Lessor in conjunction with the leased premises, shall be operated and maintained by the Lessor in accordance with ANSI/ASME A17.1, Safety Code for Elevators, Escalators, Dumbwaiters, and Moving Walks; ANSI/ASME A17.2, Elevator Inspectors Manual; ANSI/ASME A17.3, Safety Code for Existing Elevators and Escalators; ASME Boiler and Pressure Vessel Code; National Electric Code; and/or ASME Safety Code No. CSD-1, Controls and Safety Devices for Automatically Fired Boilers, as applicable, or as required by local ordinances. Current safety certificates issued by an organization recognized by the National Board of Boiler and Pressure Vessel Inspectors or a federal, state or municipal authority which has adopted the American National Standard Institute/American Society of Mechanical Engineers (ANSI/ASME) Boiler and Vessel Code, must be provided by the Lessor for boilers and unfired pressure vessels. Current safety certificates for elevators, dumbwaiters and escalators must be issued by an organization authorized to inspect in accordance with the ANSI/ASME Safety Code for Elevators, Dumbwaiters and Escalators or appropriate federal, state or municipal authority In the event local jurisdictions do not require periodic inspection of such equipment, the Postal Service shall have the right to conduct inspections in accordance with the aforesaid codes, and may issue safety certificates as appropriate.

g. Whenever there is a need for maintenance or a repair which is the Lessor's obligation under this Maintenance Rider or for restoration of the premises or any part thereof to a state of good repair and tenantable condition, the Postal Service shall give the Lessor written notice thereof, specifying a time for completion of the work which is reasonable and commensurate with the nature of the work required. A copy of any such notice shall be sent by certified or registered mail to the Lessor's mortgagee and any assignee of monies due or to become due under this Lease whose names and addresses have been furnished to the Postal Service by the Lessor. If the Lessor (or the mortgagee or the assignee, on behalf of the Lessor) fails to prosecute the work with such diligence as will ensure its completion within the time specified in the written notice (or any extension thereof as may be granted at the sole discretion of the Postal Service) or fails to complete the work within said time, the Postal Service shall have the right to perform the work by contract or otherwise and withhold the cost thereof (which may include administrative cost and/or interest) from payments due or to become due under this Lease. In addition, the Postal Service may proportionally abate the rent for any period the premises, or any part thereof, are determined by the Postal Service to have been rendered untenantable to it by reason of such condition. Alternatively, the Postal Service may, if the demised premises are determined to be unfit for occupancy, at its sole discretion, cancel this Lease, without liability

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Maintenance of the demised premises shall be defined to include but not be limited to the repair and replacement of:

The roof
the walls
the doors and hardware
the building structure
the platform lift
plumbing fixtures
air condition equipment
plate glass if covered by a typical fire and extended coverage insurance policy.
Light ballast

Maintenance of the demised premises shall not include those items that are typically classified as janitorial in nature. Such items may include:

replacement of lamps
sweeping of floors
trash ~~remodel~~ removal
paper towel replacement
air condition filter replacement
plate glass damage causes by vandalism
carpet replacement or cleaning

M-2

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UNITED STATES POSTAL SERVICE.

Tax Rider
Percentage Reimbursement of Paid Taxes

Assessor's Parcel Number:

a. The Lessor agrees to pay all taxes levied against the property subject to this Lease. During the basic term of this Lease and any renewal periods, the Postal Service will reimburse the Lessor as additional rent, * percent of the total general real estate taxes less an equal percent of any discount of the total general real estate taxes offered for prompt or early payment whether or not the Lessor has taken advantage thereof. Reimbursement will be made promptly after submission by the Lessor of the tax statement, receipts (or other documentary evidence of payment), and a correctly calculated invoice, upon final payment of the annual taxes due. General real estate taxes are taxes which are assessed on an ad valorem basis, against all taxable real property in the taxing authority's jurisdiction without regard to benefit to the property, for the purpose of funding general governmental services and will exclude any fine, interests, or penalty for nonpayment thereof. The Lessor must pay all assessments, "special assessments," and fees of every other kind and nature other than general real estate taxes without reimbursement by the Postal Service. Assessments, "special assessments," or like charges are not considered general real estate taxes under the terms of this Lease

b. If a part of said general real estate taxes applies to any period prior to the commencement of this Lease or subsequent to the expiration of the term of this Lease and the remainder of the general real estate taxes applies to the period of time within the term of this Lease, the Postal Service will be liable to reimburse the Lessor in the aforesaid manner for only that portion of said taxes applying to the period of time within the term of this Lease.

c. In the event that general real estate taxes for any tax year or part thereof within the term hereby demised apply to the land only, the provisions of this entire tax article will be and remain operative in the same manner and to the same extent as though said taxes applied to both land and buildings.

d. The Lessor must furnish the Postal Service copies of all tax bills and notices which may affect the valuation of said land and buildings for general real estate tax purposes or which may affect the levy or assessment of general real estate taxes thereon. Such notices must be delivered or mailed within three (3) days upon the receipt thereof by the Lessor to

CONTRACTING OFFICER, PO BOX 667180, DALLAS, TX 75266-7180

or to such other office as the Postal Service may later direct in writing. The Lessor must pay said general real estate taxes under protest when requested to do so by the Postal Service. The Postal Service may contest the validity of any valuation for general real estate tax purposes or of any levy or assessment of any general real estate taxes by appropriate legal proceedings either in the name of the Postal Service or in the name of the Lessor or in the names of both. The Lessor, upon reasonable notice and request by the Postal Service, must join in any proceedings, but will not be subject to any liability for the payment of penalties, costs, or legal expenses in connection with any proceedings brought by the Postal Service. The Postal Service hereby covenants to indemnify and save harmless the Lessor from any such penalties, costs, or expenses. The Lessor must cooperate with the Postal Service in any such proceeding and execute any documents or pleadings required for such purposes provided the Lessor is reasonably satisfied that the facts and data set forth in such documents or pleadings are accurate.

e. As the payer of a percentage of the general real estate taxes, the Postal Service is entitled to a proportionate share of any and all monies obtained through refunds and remissions of general real estate taxes that have been paid in any year subsequent to the commencement of the Lease. In the event that any of the monies paid as general real estate taxes, in accordance with the terms noted above, are refunded to the Lessor, as a result of an assessment appeal or protest action, the settlement of such action, or for any other reason whatsoever, such refunded monies must be forwarded within ten days to the Postal Service. If Lessor is informed that he is entitled to a refund or remission of monies paid as general real estate taxes upon the submission of an application, the Lessor must promptly prepare and file such applications and upon receipt of such refund or remission, forward it within ten (10) days to the Postal Service. The Postal Service reserves the right to offset refund and remission payments not so forwarded, against rental or other payments due the Lessor

f. In the event that the site is enlarged or decreased, or the building is altered in any way that may affect the assessment value of the total property, the percentage shown in paragraph (a) above, will be recomputed to reflect the correct proportion of the value of the post office space to the relative value of the total property. It is the responsibility of the Lessor to inform the Postal Service of any such changes

* The percentage shown in paragraph (a) above was computed as follows

Net Area Leased/ Total Net Floor Space in Shopping Center

5,477 sq. ft./ 67103 sq. ft. = 8.162 %

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SECTION A

A.1 CHOICE OF LAW

This Lease shall be governed by federal law.

A.2 DEFINITIONS

As used in this contract, the following terms have the following meanings:

a. "Contracting officer" means the person executing this contract on behalf of the Postal Service, and any other employee who is a properly authorized contracting officer; the term includes, except as otherwise provided in the contract, the authorized representative of a contracting officer acting within the limits of the authority conferred upon that person.

b. "Successful offeror," "offeror," "contractor," or "Lessor" are interchangeable and refer to the party whose proposal is accepted by the Postal Service.

c. "Lease" and "agreement" are interchangeable and refer to this document, including all riders and attachments thereto.

A.3 EXECUTION REQUIREMENTS

a All co-owners and all other persons having or to have a legal interest in the property must execute the Lease. If the offeror is married, the husband or wife of the offeror must also execute the Lease. The offeror must submit adequate evidence of title.

b. If the offeror is a general partnership, each member must sign.

c. If the offeror is a limited partnership, all general partners must sign.

d. Where the offeror is an administrator or an executor of an estate, there must be furnished a certificate of the clerk of the court or certified copy of the court order showing the appointment of the administrator or executor, together with a certified copy of the will of the deceased. If there is no will, or in the event the will of the deceased does not specifically authorize the administrator or the executor to enter into a contract to lease the proposed quarters, it will generally be necessary to furnish, in addition to the above named items, a certified copy of the court order authorizing such administrator or executor to enter into a lease with the Postal Service.

e Where the offeror is a trustee, a certified copy of the instrument creating the trust must be furnished together with any other evidence necessary to establish the trustee's authority to lease.

f Where the offeror is a corporation, leases and lease agreements entered into must have the corporate seal affixed or in place thereof the statement that the corporation has no seal.

g Where the offeror is a corporation, municipal corporation, fraternal order or society, the Lease must be accompanied by documentary evidence affirming the authority of the agent, or agents, to execute the Lease to bind the municipal corporation, fraternal order or society for which he (or they) purports to act The usual evidence required to establish such authority is in the form of extracts from the articles of incorporation, or bylaws, or the minutes of the board of directors duly certified by the custodian of such records, under the corporate seal Such resolutions, when required, must contain the essential stipulations embodied in the Lease. The names and official titles of the officers who are authorized to sign the Lease must appear in the document.

h. Notices Any notice to Lessor provided under this Lease or under any law or regulation must be in writing and may be hand delivered or mailed to Lessor at the address specified on page 3 of the Lease, or at an address that Lessor has otherwise appropriately directed in writing

Any notice to the Postal Service provided under this Lease or under any law or regulation must be in writing and may be hand delivered or mailed, addressed to "Contracting Officer, U.S. Postal Service" at the address specified on page 3 of the Lease, or at an address that the Postal Service has otherwise directed in writing.

A.4 MORTGAGEE'S AGREEMENT

If there is now or will be a mortgage on the property which is or will be recorded prior to the recording of the Lease, the offeror must notify the contracting officer of the facts concerning such mortgage and, unless in his sole discretion the contracting officer waives the requirement, the offeror must furnish a Mortgagee's Agreement, which will consent to this Lease and shall provide that, in the event of foreclosure, mortgagee, successors, and assigns shall cause such foreclosures to be subject to the Lease

A.5 EQUAL OPPORTUNITY

a. The contractor may not discriminate against employees or applicants because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, sex, or national origin. This action must include, but not be limited to, employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants, notices provided by the contracting officer setting forth the provisions of this clause.

b. The contractor must, in all solicitations or advertisements for employees placed by it or on its behalf, state that all qualified applicants will be considered for employment without regard to race, color, religion, sex, or national origin

c. The contractor must send to each union or worker's representative with which the contractor has a collective bargaining agreement or other understanding, a notice, provided by the contracting officer, advising the union or workers' representative of the contractor's commitments under this clause, and must post copies of the notice in conspicuous places available to employees and applicants

d The contractor must comply with all provisions of Executive Order (EO) 11246 of September 24, 1965, as amended, and of the rules, regulations, and relevant orders of the Secretary of Labor.

e The contractor must furnish all information and reports required by the Executive order, and by the rules, regulations, and orders of the Secretary, and must permit access to the contractor's books, records, and accounts by the Postal Service and the Secretary for purposes of investigation to ascertain compliance with these rules, regulations, and orders

f If the contractor fails to comply with this clause or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended, in whole or in part, the contractor may be declared ineligible for further contracts in accordance with the Executive order; and other sanctions may be imposed and remedies invoked under the Executive order, or by rule, regulation, or order of the Secretary, or as otherwise provided by law.

g The contractor must insert this clause, including this paragraph g, in all subcontracts or purchase orders under this contract unless exempted by Secretary of Labor rules regulations, or orders issued under the Executive order The contractor must take such action with respect to any such subcontract or purchase order as the Postal Service may direct as a means of enforcing the terms and conditions of this clause (including sanctions for noncompliance), provided, however, that if the

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contractor becomes involved in, or is threatened with, litigation as a result, the contractor may request the Postal Service to enter into the litigation to protect the interests of the Postal Service.

h. Disputes under this clause will be governed by the procedures in 41 CFR 60-1.1.

A.6 FACILITIES NONDISCRIMINATION

a. As used in this clause, the term "facility" means stores, shops, restaurants, cafeterias, restrooms, and any other facility of a public nature in the building in which the space covered by this Lease is located.

b. The Lessor agrees that he will not discriminate by segregation or otherwise against any person or persons because of race, religion, color, age, sex, or national origin in furnishing, or by refusing to furnish, to such person or persons the use of any facility including any and all services, privileges, accommodations, and activities provided thereby.

c. It is agreed that the Lessor's noncompliance with the provisions of this clause shall constitute a material breach of this Lease. In the event of such noncompliance, the Postal Service may take appropriate action to enforce compliance, may terminate this lease, or may pursue such other remedies as may be provided by law. In the event of termination, the Lessor shall be liable for all excess costs of the Postal Service in acquiring substitute space, including but not limited to the cost of moving to such space.

d. The Lessor agrees to include, or to require the inclusion of the foregoing provisions of this clause (with the terms "Lessor" and "Lease" appropriately modified) in every agreement or concession pursuant to which any person other than the Lessor operates or has the right to operate any facility. The Lessor also agrees that it will take such action with respect to any such agreement as the Postal Service may direct as a means of enforcing this clause, including but not limited to termination of the agreement or concession.

A.7 OFFICIALS NOT TO BENEFIT

No member of or delegate to Congress may be admitted to any part or share of this contract, or to any benefit arising from it. This prohibition does not apply to the extent this contract is with a corporation for the corporation's general benefit.

A.8 CONTINGENT FEES

a. The offeror warrants that no person or selling agency has been employed or retained to solicit or obtain this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide, established commercial or selling agencies maintained by the Lessor for the purpose of obtaining business.

b. For breach or violation of this warranty, the Postal Service has the right to annul this contract without liability, or at its sole discretion, to deduct from the contract price or consideration, or otherwise recover from offeror the full amount of the commission, percentage, brokerage fee, or contingent fee.

c. Licensed real estate agents or brokers having listings on property for rent, in accordance with general business practice, and who have not obtained such licenses for the sole purpose of effecting this lease, may be considered as bona fide employees or agencies within the exception contained in this clause.

A.9 ASSIGNMENT OF CLAIMS

a. If this contract provides for payments aggregating $10,000 or more, claims for moneys due or to become due from the Postal Service under it may be assigned to a bank, trust company, or other financing institution, including any federal lending agency, and may thereafter be further assigned and reassigned to any such institution. Any assignment or reassignment must cover all amounts payable and must not be made to more than one party, except that assignment or reassignment may be made to one party as agent or trustee for two or more parties participating in financing this contract. No assignment or reassignment will be recognized as valid and binding upon the Postal Service unless a written notice of the assignment or reassignment, together with a true copy of the instrument of assignment, is filed with

1. The contracting officer; and

2. The surety or sureties upon any bonds

b. Except with the written consent of the Contracting Officer, assignment of this contract or any interest in this contract other than in accordance with the provisions of this clause will be grounds for termination of the contract for default at the option of the Postal Service.

c. Nothing contained herein shall be construed so as to prohibit transfer of ownership of the demised premises, so long as such transfer is subject to this agreement.

A.10 COMPLIANCE WITH OSHA STANDARDS

The Lessor must (i) comply with applicable Occupational Safety and Health Standards, title 29 Code of Federal Regulations, Part 1910, promulgated pursuant to the authority of the Occupational Safety and Health Act of 1970; (ii) comply with any other applicable federal, state, or local regulation governing workplace safety to the extent they are not in conflict with (i); and (iii) take all other proper precautions to protect the health and safety of (a) any laborer or mechanic employed by the Lessor in performance of this agreement, (b) Postal Service employees, and (c) the public. The Lessor must include this clause in all subcontracts hereunder and to require its inclusion in all subcontracts of a lower tier. The term "Lessor" as used in this clause in any subcontract must be deemed to refer to the subcontractor.

A.11 EXAMINATION OF RECORDS

a. The Postal Service and its authorized representatives will, until three years after final payment under this contract, or for any shorter period specified for particular records, have access to and the right to examine any directly pertinent books, documents, papers, or other records of the contractor involving transactions related to this contract.

b. The contractor agrees to include in all subcontracts under this contract a provision to the effect that the Postal Service and its authorized representatives will, until three years after final payment under the subcontract, or for any shorter specified period for particular records, have access to and the right to examine any directly pertinent books, documents, papers, or other records of the subcontractor involving transactions related to the subcontract. The term "subcontract" as used in this clause excludes

1. Purchase orders, and

2. Subcontracts for public utility services at rates established for uniform applicability to the general public

A.12 CLEAN AIR AND WATER

The contractor agrees

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a. To comply with all the requirements of section 114 of the Clean Air Act (42 U.S.C. 7414) and section 308 of the Clean Water Act (33 U.S.C 1318) relating to inspection, monitoring, entry, reports, and information, as well as other requirements specified in section 114 of the Clean Air Act and section 308 of the Clean Water Act, and all regulations and guidelines issued to implement those acts before the award of this contract;

b. That no portion of the work required by this contract will be performed in a facility listed on the Environmental Protection Agency List of Violating Facilities on the date when this contract was awarded unless and until the EPA eliminates the name of the facility from the listing;

c. To use its best efforts to comply with clean air standards and clean water standards at the facility in which the contract is being performed; and

d. To insert the substance of this clause into any nonexempt subcontract, including this paragraph d.

A.13 CLAIMS AND DISPUTES

a. This contract is subject to the Contract Disputes Act of 1978 (41 U.S.C. 601-613) ("the Act").

b. Except as provided in the Act, all disputes arising under or relating to this contract must be resolved under this clause

c. "Claim," as used in this clause, means a written demand or written assertion by one of the contracting parties seeking, as a matter of right, the payment of money in a sum certain, the adjustment or interpretation of contract terms, or other relief arising under or relating to this contract. However, a written demand or written assertion by the contractor seeking the payment of money exceeding $50,000 is not a claim under the Act until certified as required by subparagraph d.2 below. A voucher, invoice, or other routine request for payment that is not in dispute when submitted is not a claim under the Act. The submission may be converted to a claim under the Act by complying with the submission and certification requirements of this clause, if it is disputed either as to liability or amount or is not acted upon in a reasonable time.

d

1 A claim by the contractor must be made in writing and submitted to the contracting officer for a written decision. A claim by the Postal Service against the contractor is subject to a written decision by the contracting officer.

2 For contractor claims exceeding $50,000, the contractor must submit with the claim a certification that:

(a) The claim is made in good faith;

(b) Supporting data are accurate and complete to the best of the contractor's knowledge and belief; and

(c) The amount requested accurately reflects the contract adjustment for which the contractor believes the Postal Service is liable.

3

(a) If the contractor is an individual, the certification must be executed by that individual.

(b) If the contractor is not an individual, the certification must be executed by:

(1) A senior company official in charge at the contractor's plant or location involved, or

(2) An officer or general partner of the contractor having overall responsibility for the conduct of the contractor's affairs.

e For contractor claims of $50,000 or less, the contracting officer must, if requested in writing by the contractor, render a decision within 60 days of the request. For contractor-certified claims over $50,000, the contracting officer must, within 60 days, decide the claim or notify the contractor of the date by which the decision will be made

f. The contracting officer's decision is final unless the contractor appeals or files a suit as provided in the Act

g The Postal Service will pay interest on the amount found due and unpaid from:

1 The date the contracting officer receives the claim (properly certified if required); or

2. The date payment otherwise would be due, if that date is later, until the date of payment

h. Simple interest on claims will be paid at a rate determined in accordance with the interest clause.

i The contractor must proceed diligently with performance of this contract, pending final resolution of any request for relief, claim, appeal, or action arising under the contract, and comply with any decision of the contracting officer.

A.14 AFFIRMATIVE ACTION FOR HANDICAPPED WORKERS

The following clause is applicable if this contract provides for payments aggregating $2,500 or more.

a. The contractor may not discriminate against any employee or applicant because of physical or mental handicap, in regard to any position for which the employee or applicant is qualified The contractor agrees to take affirmative action to employ, advance in employment, and otherwise treat qualified handicapped individuals without discrimination in all employment practices, such as employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training (including apprenticeship).

b The contractor agrees to comply with the rules, regulations, and relevant orders of the Secretary of Labor issued pursuant to the Rehabilitation Act of 1973, as amended

c In the event of the contractor's noncompliance with this clause, action may be taken in accordance with the rules and regulations and relevant orders of the Secretary of Labor

d The contractor agrees to post in conspicuous places, available to employees and applicants, notices in a form to be prescribed by the Director, Office of Federal Contract Compliance Programs, provided by or through the contracting officer These notices state the contractor's obligation under the law to take affirmative action to employ and advance in employment qualified handicapped employees and applicants, and the rights of applicants and employees

e The contractor must notify each union or worker's representative with which it has a collective bargaining agreement or other understanding that the contractor is bound by the terms of section 503 of the Act and is committed to taking affirmative action to employ, and advance in employment, handicapped individuals

f. The contractor must include this clause in every subcontract or purchase order over $2,500 under this contract unless exempted by rules, regulations, or orders of the Secretary issued pursuant to section 503 of the Act, so its provisions will be binding upon each subcontractor

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or vendor. The contractor must take such action with respect to any subcontract or purchase order as the Director of the Office of Federal Contract Compliance Programs may direct to enforce in these provisions, including action for noncompliance.

A.15 AFFIRMATIVE ACTION FOR DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA

If this contract provides for payments aggregating $10,000 or more, the following clause is applicable.

a. The contractor may not discriminate against any employee or applicant because that employee or applicant is a disabled veteran or veteran of the Vietnam era, in regard to any position for which the employee or applicant is qualified. The contractor agrees to take affirmative action to employ, advance in employment, and otherwise treat qualified disabled veterans and veterans of the Vietnam era without discrimination in all employment practices, such as employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training (including apprenticeship).

b. The contractor agrees that all suitable employment openings of the contractor existing at the time of the execution of this contract or occurring during its performance (including those not generated by this contract and those occurring at an establishment of the contractor other than the one where the contract is being performed, but excluding those of independently operated corporate affiliates) will be listed at an appropriate local office of the State employment service system where the opening occurs. The contractor further agrees to provide such reports to the local office regarding employment openings and hires as may be required. State and local government agencies holding Postal Service contracts of $10,000 or more will also list all their suitable openings with the appropriate office of the State employment service.

c. Listing of employment openings with the employment service system will be made at least concurrently with the use of any other recruitment source or effort and will involve the normal obligations attaching to the placing of a bona fide job order, including the acceptance of referrals of veterans and non-veterans. The listing of employment openings does not require the hiring of any particular applicant or hiring from any particular group of applicants, and nothing herein is intended to relieve the contractor from any other requirements regarding nondiscrimination in employment.

d. Whenever the contractor becomes contractually bound to the listing provisions of this clause, it must advise the employment service system in each State where it has establishments of the name and location of each hiring location in the State. The contractor may advise the State system when it is no longer bound by this clause.

e. Paragraphs b, c, and d above do not apply to openings the contractor proposes to fill from within its own organization or under a customary and traditional employer/union hiring arrangement. But this exclusion does not apply to a particular opening once the contractor decides to consider applicants outside its own organization or employer/union arrangements for that opening.

f. Definitions

1. "All suitable employment openings" includes openings that occur in the following job categories, production and non-production; plant and office; laborers and mechanics; supervisory and non-supervisory; technical; and executive, administrative, and professional openings as are compensated on a salary basis of less than $25,000 per year. This term includes full-time employment, temporary employment of more than three days' duration, and part-time employment. It does not include openings the contractor proposes to fill from within its own organization or under a customary and traditional employer/union hiring arrangement or openings in an educational institution that are restricted to students of that institution. Under the most compelling circumstances, an employment opening may not be suitable for listing, including situations in which the needs of the Postal Service cannot reasonably be otherwise supplied, when listing would be contrary to national security, or when the requirement of listing would otherwise not be in the best interests of the Postal Service.

2. "Appropriate office of the State employment service" means the local office of the Federal/State national systems of public employment offices with assigned responsibility for serving the area where the employment opening is to be filled.

3. "Openings the contractor proposes to fill from within its own organization" means employment openings for which persons outside the contractor's organization (including any affiliates, subsidiaries, and the parent companies) will not be considered and includes any openings the contractor proposes to fill from regularly established "recall" lists.

4. "Openings the contractor proposes to fill under a customary and traditional employer/union hiring arrangement" means employment openings the contractor proposes to fill from union halls as part of the customary and traditional hiring relationship existing between it and representatives of its employees.

g. The contractor agrees to comply with the rules, regulations, and relevant orders of the Secretary of Labor issued pursuant to the Vietnam Era Veterans Readjustment Assistance Act of 1972, as amended.

h. In the event of the contractor's noncompliance with this clause, action may be taken in accordance with the rules, regulations, and relevant orders of the Secretary.

i. The contractor agrees to post in conspicuous places, available to employees and applicants, notices in a form to be prescribed by the Director, Office of Federal Contract Compliance Programs, provided by or through the contracting officer. These notices state the contractor's obligation under the law to take affirmative action to employ and advance in employment qualified disabled veterans and veterans of the Vietnam era, and the rights of applicants and employees.

j. The contractor must notify each union or workers' representative with which it has a collective bargaining agreement or other understanding that the contractor is bound by the terms of the Act and is committed to taking affirmative action to employ, and advance in employment, qualified disabled veterans and veterans of the Vietnam era.

k. The contractor must include this clause in every subcontract or purchase order of $10,000 or more under this contract unless exempted by rules, regulations, or orders of the Secretary issued pursuant to the Act, so its provisions will be binding upon each subcontractor or vendor. The contractor must take such action with respect to any subcontract or purchase order as the Director of the Office of Federal Contract Compliance Programs may direct to enforce in these provisions, including action for noncompliance.

A.16 GRATUITIES

a. The Postal Service may terminate this contract for default if, after notice and a hearing, the Postal Service Board of Contract Appeals determines that the contractor or the contractor's agent or other representative

1. Offered or gave a gratuity (such as a gift or entertainment) to an officer or employee of the Postal Service, and

2. Intended by the gratuity to obtain a contract or favorable treatment under a contract

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b The rights and remedies of the Postal Service provided in this clause are in addition to any other rights and remedies provided by law or under this contract.

A.17 HAZARDOUS/TOXIC CONDITIONS CLAUSE

"Asbestos containing building material" (ACBM) means any material containing more than 1% asbestos as determined by using the method specified in 40 CFR Part 763, Subpart E, Appendix E. "Friable asbestos material" means any ACBM, that, when dry, can be crumbled, pulverized, or reduced to powder by hand pressure. Sites cannot have any contaminated soil or water above applicable federal, state or local action levels or undisclosed underground storage tanks.

The Lessor agrees to identify and disclose the presence, location and quantity of all ACBM or presumed asbestos containing material (PACM) which includes all thermal system insulation, sprayed on and troweled on surfacing materials, and asphalt and vinyl flooring material unless such material has been tested to not be ACBM. Unless due to the act or negligence of the Postal Service, if contaminated soil, water, underground storage tanks or piping or friable asbestos or any other hazardous/toxic materials or substances as defined by applicable Local, State or Federal law is subsequently identified on the premises, the Lessor agrees to remove such materials or substances upon notification by the U. S. Postal Service at Lessor's sole cost in accordance with EPA and/or State guidelines. If the Lessor fails to remove the asbestos or hazardous/toxic materials or substances, the Postal Service has the right to accomplish the work and deduct the cost plus administrative costs, from future rent payments or recover these costs from Lessor by other means, or may, at its sole option, cancel this Lease. In addition, the Postal Service may proportionally abate the rent for any period the premises, or any part thereof, are determined by the Postal Service to have been rendered unavailable to it by reason of such condition.

The remainder of this clause applies if this Lease is for premises not previously occupied by the Postal Service.

By execution of this Lease the Lessor certifies:

1. The property and improvements are free of all contamination from petroleum products or any hazardous/toxic or unhealthy materials or substances including friable asbestos, as defined by applicable State or Federal law.

2. There are no undisclosed underground storage tanks or associated piping on the property.

The Lessor hereby indemnifies the Postal Service and its officers, agents, representatives, and employees from all claims, loss, damage, actions, causes of action, expense and/or liability resulting from, brought for, or on account of any violation of this clause.

A.18 ADVERTISING OF CONTRACT AWARDS

Except with the contracting officer's prior approval, the contractor agrees not to refer in its commercial advertising to the fact that it was awarded a Postal Service contract or to imply in any manner that the Postal Service endorses its products.

A.19 RECORDING

This agreement or a memorandum hereof, must be recorded at the expense of the Lessor. Such expense includes all fees required for or incident to recording. If the Lessor fails to record the Lease, or a memorandum thereof, the Postal Service may record the Lease or a memorandum thereof, and deduct all costs associated therewith from future rents.

A.20 SUBLEASE

The Postal Service may sublet all or any part of the premises or assign this lease but shall not be relieved from any obligation under this lease by reason of any subletting or assignment.

A.21 ALTERATIONS

The Postal Service shall have the right to make alterations, attach fixtures and erect additions, structures or signs in or upon the premises hereby leased (provided such alterations, additions, structures, or signs shall not be detrimental to or inconsistent with the rights granted to other tenants on the property or in the building in which said premises are located), which fixtures, additions or structures so placed in, upon or attached to the said premises shall be and remain the property of the Postal Service and may be removed or otherwise disposed of by the Postal Service. Prior to expiration or termination of this lease the Postal Service may remove such alterations and improvements and restore the premises to as good condition as that existing at the time of entering upon the same under the lease, reasonable and ordinary wear and tear and damages by the elements or by circumstances over which the Postal Service has no control, excepted. If however, at the expiration or termination of the lease or any renewal or extension thereof, the Postal Service elects not to remove such alterations and/or improvements, said alterations and/or improvements shall become the property of the Lessor and any rights of restoration are waived.

A.22 APPLICABLE CODES AND ORDINANCES

The Lessor, as part of the rental consideration, agrees to comply with all codes and ordinances applicable to the ownership and operation of the building in which the rented space is situated and to obtain all necessary permits and related items at no cost to the Postal Service.

A.23 DAMAGE OR DESTRUCTION OF PREMISES

See A-5-1 A-5-2

~~If the demised premises or any portion thereof are damaged or~~ destroyed by fire or other casualty, Acts of God, of a public enemy, riot or insurrection or are otherwise determined by the Postal Service to be unfit for use and occupancy, the Postal Service may:

a terminate this lease as of the date the premises become unfit for use and occupancy, or

b require the Lessor to repair or rebuild the premises as necessary to restore them to tenantable condition to the satisfaction of the Postal Service. For any period the premises, or any part thereof, are unfit for use and occupancy, the rent will be abated in proportion to the area determined by the Postal Service to be untenantable. Unfitness for use does not include unsuitability arising from such causes as design, size, or location of the premises, or

c accomplish all repair necessary for postal occupancy and deduct all ~~such costs, plus administrative burden from future rents.~~

A.24 LESSOR OBLIGATIONS

The Lessor's obligations regarding the services to be provided are further defined as follows:

a If heating system and fuel are furnished - Lessor must furnish heating system together with all fuel required for proper operation of the system during the continuance of the Lease. The system must be in good working order and, if maintained by the Lessor, will be maintained in accordance with the Maintenance Rider attached hereto.

b. If heat is furnished - Lessor must maintain a uniform heating temperature of 65 degrees F. in all enclosed portions of the demised premises during the continuance of the Lease.

A. 23 DAMAGE AND DESTRUCTION OF PREMISES

If the demised premises or any portion thereof are damaged or destroyed by fire or other casualty, Act of God, a public enemy, riot, or insurrection such that the estimated cost to restore the demised premises to the original condition or to then current Postal Service specifications is less than 25% of the estimated cost of a new but equal postal facility, and:

a. The remaining lease term is more than 2 years, then the Lessor shall be obligated to rebuild and restore the demised premises to the original condition. The Postal Service may request the Lessor to up date and modify the demised premises to the then current postal specifications. If the update and modification estimated costs exceed the estimated cost to repair and restore the demised premises to the original condition then the Postal Service shall reimburse the Lessor for the additional costs.

b. The remaining lease term is less than 2 years, then:

1. The Postal Service may exercise a renewal option, if available, thus extending lease term for a remaining term in excess of 2 years and then the conditions contained in paragraph a. above would apply, or:

2. The Postal Service may terminate the lease as of the date the premises becomes unfit for use and occupancy by written notice to Landlord given within 30 days of the date of the damage or destruction; or

3. The Postal Service may make all reasonably necessary repairs for postal occupancy and deduct all such actual costs, plus 15% administrative burden from future rents. If the Postal Service elects to rebuild as specified in this sub-paragraph 3, then the Postal Service shall give Lessor written notice of such election within 30 days of the date of the damage or destruction. In such event, the Postal Service waives any remaining renewal options, which options shall no longer exist, and the Lessor shall be entitled to all insurance proceeds from policies carried by Lessor resulting from such damage or destruction, if any. If the Postal Service does not terminate this lease or elect to rebuild pursuant to this subparagraph 3, or fails to give notice to Landlord of either election, then the Lessor may terminate the lease by written notice to Tenant given within 30 days after the expiration of the said 30 day period for Tenant's election under subparagraph 2 and 3 hereof. If the Lessor does not terminate the lease then the Lessor shall be obligated to rebuild the demised premises pursuant to the specifications in paragraph a. above and the Lease shall remain in full force and effect.

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If the demised premises or any portion thereof are damaged or destroyed by fire or other casualty, Act of God, a public enemy, riot, or insurrection such that the estimated cost to restore the demised premises to the original condition or to then current Postal Service specifications is greater than 25% of the estimated cost of a new but equal Postal facility, and:

c. The remaining lease term is more then 4 years then the Postal Service may:

1. Terminate this lease as of the date the premises becomes unfit for use and occupancy, by written notice given to Landlord within 30 days of the damage or destruction; or

2. If Postal Service fails to terminate pursuant to subparagraph C.1. hereof, then the Lessor shall repair or rebuild the premises as necessary to restore them to tenantable conditon to the reasonable satisfaction of the Postal Service, provided, however, the Lessor fails to repair and rebuild the demised premises as required by subparagraph C.2 above, then the Postal Service may make such actual repairs and deduct all such actual costs, plus 15% administrative burden from future rents.

d. The remaining lease term is less then 4 years then:

1. The Postal Service may exercise a renewal option, if available, thus extending lease term for a remaining term in excess of 4 years and then the conditions contained in paragraph c.1 above would apply, or:

2. The Postal Service may terminate the lease as of the date the premises becomes unfit for use and occupancy by written notice to Landlord given within 30 days of the date of the damage or destruction; or

3. The Postal Service may make all reasonably necessary repairs for postal occupancy and deduct all such actual costs, plus 15% administrative burden from future rents. If the Postal Service elects to rebuild as specified in this sub-paragraph 3, then the Postal Service shall give Lessor written notice of such election within 30 days of the date of the damage or destruction. In such event, the Postal Service waives any remaining renewal options, which options shall no longer exist and the Lessor shall be entitled to all insurance proceeds from policies carried by Lessor resulting from such damage or destruction, if any. If the Postal Service does not terminate this lease or elect to rebuild pursuant to this subparagraph 3, or fails to give notice to Landlord of either election, then the Lessor may terminate the lease by written notice to Tenant given within 30 days after the expiration of the said 30

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day period for Tenant's election under subparagraph 2 and 3 hereof. If the Lessor does not terminate the lease then the Lessor shall be obligated to rebuild the demised premises pursuant to the specifications in paragraph a. above and the Lease shall remain in full force and effect.

For any period the premises, or part thereof, are unfit for use and occupancy and the Postal Service does not occupy or use same, the rent will be abated in proportion to the area reasonably determined by the Postal Service to be untenantable and which the Postal Service does not occupy or use. Unfitness for use or occupancy, or untenantable, does not include unsuitability arising from such causes as design, size, or location of the premises. Such abatement shall only continue for such period of unfitness for use and occupancy.

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c. Heating system is furnished - Lessor must furnish heating system in good working order and, if maintained by Lessor, will be maintained in accordance with the Maintenance Rider attached hereto.

d. If lighting fixtures and power are furnished - Lessor must provide light fixtures in good working order as well as pay all recurring electric bills.

e. Light fixtures are furnished - Lessor must provide light fixtures in good working order.

f. If electricity is furnished - Lessor must pay for all recurring electric bills and furnish the electrical system during the continuance of the Lease.

g. Electrical system is furnished - Lessor must furnish an electrical system in good working order having a separate electrical meter.

h. If water system and water are furnished - Lessor must furnish a water system in good working order and pay for all recurring water bills during the continuance of the Lease.

i. Water system is furnished - Lessor must furnish a water system in good working order with separate water meter.

j. If sewerage service is furnished - Lessor agrees to furnish sewerage systems including all equipment, piping, plumbing, lines, connections, septic tanks, field lines and related devices, as necessary and to pay all charges, fees and other costs for such system and services during the continuance of the Lease.

k. Sewerage system is furnished - Lessor agrees to furnish sewerage systems including all equipment, piping, plumbing, lines, connections, septic tanks, field lines, and related devices, as necessary during the continuance of the Lease.

l. Future Availability of Public Water and/or Sewerage Services. Regardless of Lessor's responsibility for water and/or sewerage under this Lease, if public water and/or sewerage services are not currently available, but become available in the future, the Lessor agrees to accomplish connection, maintain, and pay all fees and costs involved in connecting the building system to the public water and/or sewerage systems. After connection, the Postal Service agrees to pay recurring charges for water consumption and use of sewerage services. If connection of such services is optional, the Postal Service will determine if the connection is to be made by the Lessor.

m. If air-conditioning equipment and operating power are provided - Lessor must furnish air-conditioning equipment together with all power required for proper operation of the equipment during the continuance of the Lease. The equipment must be in good working order and, if maintained by the Lessor, will be maintained in accordance with the Maintenance Rider attached hereto.

n. Air-conditioning equipment is furnished - Lessor must furnish air conditioning equipment in the demised premises in good working order and, if maintained by Lessor, will be maintained in accordance with the Maintenance Rider included attached hereto.

o. If air-conditioning is furnished - Lessor must maintain a uniform temperature of no greater than 78 degrees F. in all enclosed portions of the demised premises and be responsible for servicing of the air conditioning equipment including, but not limited to, the replacement of necessary filters and refrigerant as required for proper operation of the equipment together with power, water and other services for its operation.

A.25 LESSOR'S SUCCESSORS

The terms and provisions of this Lease and the conditions herein are binding on the Lessor, and all heirs, executors, administrators, successors, and assigns.

A.26 DRUG-FREE WORKPLACE

a. Applicability. This clause applies to all contracts with individuals without regard to the dollar amount, and to all other contracts over $50,000.

b. Exceptions. This clause does not apply to those contracts that are to be performed completely outside of the United States, its territories, and possessions.

c. Definitions. As used in this clause.

1. "Controlled substance" means those substances identified in schedules I through V, Section 202 of the Controlled Substances Act (21 U.S.C. 812), and as further defined in 21 CFR Sections 1308.11 through 1308.15.

2. "Conviction" means a finding of guilt (including a finding based on a plea of guilty or a plea of nolo contendere) by any judicial body charged with the responsibility to determine violations of criminal drug statutes.

3. "Criminal drug statute" means a federal or non-federal criminal statute involving drug abuse.

4. "Drug abuse" means the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance.

5. "Employee" means any person directly engaged in the performance of work under a Postal Service contract.

6. "Individual" means a contractor with no employees other than himself or herself.

7. "Workplace" means any site where work is being done in connection with this contract.

d. Requirements

1. Contractors, except as individuals, must provide a drug-free workplace by:

(a) Publishing, publicly posting, and furnishing each employee a statement that drug abuse in the workplace is prohibited and specifying what actions will be taken against employees for violations of the prohibition.

(b) Establishing a drug-free awareness program to inform all employees about:

(1) The dangers of drug abuse in the workplace;

(2) The contractor's policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(c) Notifying all employees that, as a condition of continued employment on this contract, the employee must:

(1) Abide by the contractor's prohibition of drug abuse in the workplace; and

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(2) Notify the contractor of any criminal drug conviction for a violation occurring in the workplace within five (5) days of such conviction;

(d) Notifying the contracting officer within ten (10) days of receiving a notice of a conviction from an employee or otherwise;

(e) Instituting appropriate personnel action, up to and including termination, against an employee or requiring the employee to complete a drug abuse assistance or rehabilitation program approved by a Federal, State, local health, law enforcement, or other appropriate agency within thirty (30) days of receiving a notice of conviction; and

(f) Making consistent and good faith efforts to maintain a drug-free workplace through implementation of paragraphs d.1.(a) through d.1.(e), above.

2 The contractor, if an individual, must not engage in drug abuse in the performance of this contract

e. Sanctions. Violation of the terms of this clause may be grounds for the termination for default, and suspension or debarment from eligibility for future Postal Service contracts.

A.27 DAVIS-BACON ACT

The following is applicable if this agreement covers premises of net interior space in excess of 6,500 square feet and involves construction work over $2,000.00.

a. Minimum Wages

1 All mechanics and laborers employed in the contract work (other than maintenance work of a recurring, routine nature necessary to keep the building or space in condition to be continuously used at an established capacity and efficiency for its intended purpose) must be paid unconditionally, and not less than once a week, without deduction or rebate (except for deductions permitted by the Copeland Regulations (29 CFR Part 3)), the amounts due at the time of payment computed at rates not less than the aggregate of the basic hourly rates and rates of payments, contributions, or costs for any fringe benefits contained in the wage-determination decision of the Secretary of Labor, attached hereto, regardless of any contractual relationship alleged to exist between the Lessor, or subcontractor and these laborers and mechanics. A copy of the wage-determination decision must be kept posted by the Lessor at the site of the work in a prominent place where it can easily be seen by the workers.

2. The Lessor may discharge its obligation under this clause to workers in any classification for which the wage-determination decision contains.

(a) Only a basic hourly rate of pay, by making payment at not less than that rate, except as otherwise provided in the Copeland Regulations (29 CFR Part 3), or

(b) Both a basic hourly rate of pay and fringe-benefit payments, by paying in cash, by irrevocably contributing to a fund, plan, or program for, or by assuming an enforceable commitment to bear the cost of, bona fide fringe benefits contemplated by 40 U S C 276a, or by a combination of these.

3. Contributions made, or costs assumed, on other than a weekly basis (but not less often than quarterly) are considered as having been constructively made for a weekly period. When a fringe benefit is expressed in a wage determination in any manner other than as an hourly rate and the Lessor pays a cash equivalent or provides an alternative fringe benefit, the Lessor must furnish information with the Lessor's payrolls showing how the Lessor determined that the cost incurred to make the cash payment or to provide the alternative fringe benefit is equal to the cost of the wage-determination fringe benefits. When the Lessor provides a fringe benefit different from that contained in the wage determination, the Lessor must show how the hourly rate was arrived at. In the event of disagreement as to an equivalent of any fringe benefit, the contracting officer must submit the question, together with the contracting officer's recommendation, to the Secretary of Labor for final determination

4. If the contractor does not make payments to a trustee or other third person, the contractor may consider as payment of wages the costs reasonably anticipated in providing bona fide fringe benefits, but only with the approval of the Secretary of Labor pursuant to a written request by the Lessor The Secretary of Labor may require the Lessor to set aside assets in a separate account, to meet the Lessor's obligations under any unfunded plan or program.

5 The contracting officer will require that any class of laborers or mechanics not listed in the wage-determination but to be employed under the contract will be classified in conformance with the wage-determination and report the action taken to the Administrator of the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, Washington, D C 20210-0001, for approval The contracting officer will approve an additional classification and wage rate and fringe benefits therefor only if

(a) The work to be performed by the classification requested is not performed by a classification in the wage-determination,

(b) The classification is utilized in the area by the construction industry; and

(c) The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination.

6 If the Lessor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate and fringe benefits therefor, the contracting officer must submit the question, together with the views of the interested parties and the contracting officer's recommendation, to the Wage and Hour Administrator for final determination. The Administrator or authorized representative will, within 30 days of receipt, approve, modify, or disapprove every proposed additional classification action, or issue a final determination if the parties disagree, and so advise the contracting officer or advise that additional time is necessary The final approved wage rate (and fringe benefits if appropriate) must be paid to all workers performing work in the classification under the contract from the first day work is performed in the classification. The Lessor will post a copy of the final determination of the conformance action with the wage-determination determination at the site of the work. (The Department of Labor information collection and reporting requirements contained in subparagraph a 5 above and in this subparagraph a 6 have been approved by the Office of Management and Budget under OMB control number 1215-0140)

b Apprentices and Trainees

1 Apprentices may be permitted to work only when (a) registered individually, under a bona fide apprenticeship program registered with a State apprenticeship agency recognized by the Bureau of Apprenticeship and Training, U S Department of Labor, or, if no such recognized agency exists in a State, under a program registered with the Bureau of Apprenticeship and Training, or (b) if not individually registered in the program, certified by the Bureau of Apprenticeship and Training or State agency (as appropriate) to be eligible to work only if individually registered in a program approved

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by the Employment and Training Administration, U.S. Department of Labor.

2. The ratio of apprentices to journeymen or trainees to journeymen in any craft classification must not be greater than that permitted for the Lessor's entire work force under the registered apprenticeship or trainee program. Apprentices and trainees must be paid at least the applicable wage rates and fringe benefits specified in the approved apprenticeship or trainee program for the particular apprentice's or trainee's level of progress, expressed as a percentage of the journeyman hourly rate specified in the applicable wage-determination. If the apprenticeship or trainee program does not specify fringe benefits, apprentices or trainees must be paid in the full amount of fringe benefits listed on the wage-determination for the applicable classification unless the Administrator of Wage and Hour Division determines that a different practice prevails. Any employee listed on a payroll at an apprentice or trainee wage rate not registered, or performing work on the job site in excess of the ratio permitted under the registered program, must be paid the wage rate on the wage determination for the classification of work actually performed.

3. If the Bureau of Apprenticeship and Training or State agency recognized by the Bureau (as appropriate) withdraws approval of an apprenticeship program, or if the Employment and Training Administration withdraws approval of a trainee program, the contractor will no longer be permitted to utilize apprentices or trainees (as appropriate) at less than the applicable predetermined rate for the work performed until an acceptable program is approved. (See 29 CFR 5.16 for special provisions that apply to training plans approved or recognized by the Department of Labor prior to August 20, 1975.)

4. The utilization of apprentices, trainees, and journeymen must be in conformity with the equal employment opportunity requirements of Executive Order 11246, as amended, and 29 CFR Part 30.

c. Overtime Compensation

1. The Lessor may not require or permit any laborer or mechanic employed on any work under this contract to work more than 40 hours in any workweek on work subject to the provisions of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), unless the laborer or mechanic receives compensation at a rate not less than one-and-one-half times the laborer's or mechanic's basic rate of pay for all such hours worked in excess of 40 hours.

2. For violations of subparagraph c.1 above, the Lessor is liable for liquidated damages, which will be computed for each laborer or mechanic at $10 for each day on which the employee was required or permitted to work in violation of subparagraph c.1 above.

3. The contracting officer may withhold from the Lessor sums as may administratively be determined necessary to satisfy any liabilities of the Lessor for unpaid wages and liquidated damages pursuant to subparagraph c.2 above.

d. Payroll and Other Records

1. For all laborers and mechanics employed in the work covered by this clause, the Lessor must maintain payrolls and related basic records and preserve them for a period of three years after contract completion. The records must contain the name, address, and social security number of each employee, the employee's correct classification, rate of pay (including rates of contributions for, or costs assumed to provide, fringe benefits), the daily and weekly number of hours worked, deductions made, and actual wages paid. Whenever the Lessor has obtained approval from the Secretary of Labor to assume a commitment to bear the cost of fringe benefits under subparagraph a.4 above, the Lessor must maintain records showing the commitment and its approval, communication of the plan or program to the employees affected, and the costs anticipated or incurred under the plan or program. Lessors employing apprentices or trainees under approved programs must maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

2. The Lessor must submit weekly, for each week in which any work covered by this clause is performed, a copy of all payrolls to the contracting officer. The Lessor is responsible for the submission of copies of payrolls of all subcontractors. The copy must be accompanied by a statement signed by the Lessor indicating that the payrolls are correct and complete, that the wage rates contained in them are not less than those determined by the Secretary of Labor, and that the classifications set forth for each laborer or mechanic conform with the work the laborer or mechanic performed. Submission of the Weekly Statement of Compliance (see 29 CFR 5.5(a)(3)(ii)) required under this agreement satisfies this requirement. As required by this clause, the Lessor must submit a copy of any approval by the Secretary of Labor. (The Department of Labor information collection and reporting requirements in this subparagraph d.2 have been approved by the Office of Management and Budget under OMB control numbers 1215-0140 and 1215-0017.)

3. The Lessor's records required under this clause must be available for inspection by authorized representatives of the contracting officer and the Department of Labor, and the Lessor must permit the representative to interview employees during working hours on the job.

4. The Lessor must comply with the Copeland Regulations of the Secretary of Labor (29 CFR Part 3), which are hereby incorporated in this contract by reference.

e. Withholding of Funds. The contracting officer may withhold from the Lessor under this or any other contract with the Lessor so much of the accrued payments or advances as is considered necessary to pay all laborers and mechanics the full amount of wages required by this contract or any other contract subject to the Davis-Bacon prevailing wage requirements that is held by the Lessor.

f. Subcontracts

1. If the Lessor or any subcontractor fails to pay any laborer or mechanic employed on the site of the work any of the wages required by the contract, the contracting officer may, after written notice to the Lessor, suspend further payments or advances to the Lessor until violations have ceased.

A.28 BANKRUPTCY

In the event the Lessor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Lessor will furnish, by certified mail, written notification of the bankruptcy to the contracting officer responsible for administering the contract. The notification must be furnished within five days of the initiation of the bankruptcy proceedings. The notification must include the date on which the bankruptcy petition was filed, the court in which the petition was filed, and a list of Postal Service contracts and contracting officers for all Postal Service contracts for which final payment has not yet been made. This obligation remains in effect until final payment under this contract.

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SECTION B

B.1 TYPE OF BUSINESS ORGANIZATION

The offeror, by checking the applicable blocks, represents that it:

a. Operates as ☐ a corporation incorporated under the laws of the State of _____, ☑ an individual, ☐ a partnership, ☐ a joint venture, ☐ a non-profit organization, or ☐ an educational institution; and

b. Is a ☐ small business concern, ☐ minority-owned business, ☐ woman-owned business, ☐ labor surplus area concern, ☐ educational or other non-profit organization, or ☐ none of the above entities

c. **SMALL BUSINESS CONCERN**. A small business concern for the purposes of Postal Service procurement is a concern, including its affiliates, which is independently owned and operated, is not dominant in the field of operations in which it is submitting an offer, and is of a size consistent with the standards set forth by SBA in CFR Part 121, or if no standard has been established, then of a size employing not more than 500 employees. (Also see USPS Procurement Manual, Chapter 10, Section 1.)

d. **MINORITY-OWNED BUSINESS**. A minority-owned business is a concern that is at least 51 percent owned by, and whose management and daily business operations are controlled by, one or more members of a socially and economically disadvantaged minority group, namely U.S. citizens who are black Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, or Asian-Indian Americans. ("Native Americans" means American Indians, Eskimos, Aleuts, and native Hawaiians. "Asian-Pacific Americans" means those whose origins are in Japan, China, the Philippines, Vietnam, Korea, Samoa, Guam, the U.S. Trust Territories of the Pacific Islands, the Northern Marianas Islands, Laos, Kampuchea, or Taiwan. "Asian-Indian Americans" means those whose origins are in India, Pakistan, or Bangladesh.)

e. **WOMAN-OWNED BUSINESS**. A woman-owned business is a business which is at least 51 percent owned, controlled, and operated by a woman or women. Controlled is defined as exercising the power to make policy decisions. Operated is defined as actively involved in the day-to-day management.

f. **LABOR SURPLUS AREA**. A geographical area which at the time of award is either a section of concentrated unemployment or underemployment, a persistent labor surplus area, or a substantial labor surplus area, as defined in this paragraph.

1. Section of concentrated unemployment or underemployment means appropriate sections of States or labor areas so classified by the Secretary of Labor.

2. Persistent labor surplus area means an area which is classified by the Department of Labor as an area of substantial and persistent labor surplus (also called Area of Substantial and Persistent Unemployment) and is listed as such by that Department in conjunction with its publication, Area Trends in Employment and Unemployment

3. Substantial labor surplus area means an area which is classified by the Department of Labor as an area of substantial labor surplus (also called Area of Substantial Unemployment) and which is listed as such by that Department in conjunction with its publication, Area Trends in Employment and Unemployment.

g. **LABOR SURPLUS AREA CONCERN**. A firm which will perform or cause to be performed a substantial proportion of a contract in a labor surplus area.

h. **EDUCATIONAL OR OTHER NON-PROFIT ORGANIZATION**. Any corporation, foundation, trust, or other institution operated for scientific or educational purposes, not organized for profit, no part of the net earnings of which inures to the profits of any private shareholder or individual.

B.2 PARENT COMPANY AND TAXPAYER IDENTIFICATION NUMBER

a. A parent company is one that owns or controls the basic business policies of an offeror. To own means to own more than 50 percent of the voting rights in the offeror. To control means to be able to formulate, determine, or veto basic business policy decisions of the offeror. A parent company need not own the offeror to control it; it may exercise control through the use of dominant minority voting rights, proxy voting, contractual arrangements, or otherwise

b. Enter the offeror's Taxpayer Identification Number (TIN) in the space provided. The TIN is the offeror's Social Security Number or other Employee Identification Number used on the offeror's Quarterly Federal Tax Return, U.S. Treasury Form 941.

Offeror's TIN: 71-0186440

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c. ☐ Check this block if the offeror is owned or controlled by a parent company.

d. If the block above is checked, provide the following information about the parent company:

Parent Company's Name: _____
Parent Company's Main Office Address: _____
No. and Street: _____
City: _____ State: ____ Zip Code: _____
Parent Company's TIN: _____

e. If the offeror is a member of an affiliated group that files its federal income tax return on a consolidated basis (whether or not the offeror is owned or controlled by a parent company, as provided above) provide the name and TIN of the common parent of the affiliated group:

Name of Common Parent: _____

Common Parent's TIN: _____

B.3 CERTIFICATE OF INDEPENDENT PRICE DETERMINATION

a. By submitting this proposal, the offeror certifies, and in the case of a joint proposal each party to it certifies as to its own organization, that in connection with this solicitation:

1. The prices proposed have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to the prices with any other offeror or with any competitor;

2. Unless otherwise required by law, the prices proposed have not been and will not be knowingly disclosed by the offeror before award of a contract, directly or indirectly to any other offeror or to any competitor; and

3. No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

b. Each person signing this proposal certifies that:

1. He or she is the person in the offeror's organization responsible for the decision as to the prices being offered herein and that he or she has not participated, and will not participate, in any action contrary to paragraph a above; or

2. He or she is not the person in the offeror's organization responsible for the decision as to the prices being offered but that he or she has been authorized in writing to act as agent for the persons responsible in certifying that they have not participated, and will not participate, in any action contrary to paragraph a above, and as their agent does hereby so certify; and he or she has not participated, and will not participate, in any action contrary to paragraph a above.

c. Modification or deletion of any provision in this certificate may result in the rejection of the proposal as unacceptable. Any modification or deletion should be accompanied by a signed statement explaining the reasons and describing in detail any disclosure or communication.

B.4 CONTINGENT FEE REPRESENTATION

a. The offeror must complete the following representations:

1. The offeror ☐ has ☑ has not employed or retained any company or person (other than a full-time bona fide employee working solely for the offeror) to solicit or secure this contract.

2. The offeror ☐ has ☑ has not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the offeror) any fee, commission, percentage, or brokerage fee, contingent upon or resulting from the award of this contract.

b. If either representation is in the affirmative, or upon request of the contracting officer, the offeror must furnish, in duplicate, a completed Form 7319, "Contractor's Statement of Contingent or Other Fees," and any other information requested by the contracting officer. If the offeror has previously furnished a completed Form 7319 to the office issuing this solicitation, it may accompany its proposal with a signed statement–

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1. Indicating when the completed form was previously furnished;
2. Identifying the number of the previous solicitation or contract, if any, in connection with which the form was submitted; and
3. Representing that the statement on the form is applicable to this proposal.

c. Licensed real estate agents or brokers having listings on property for rent, in accordance with general business practice, and who have not obtained such licenses for the sole purpose of effecting this lease, may be considered as bona fide employees or agencies within the exception contained in this clause.

B.5 CERTIFICATION OF NONSEGREGATED FACILITIES

a. By submitting this proposal, the offeror certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform services at any location under its control where segregated facilities are maintained. The offeror agrees that a breach of this certification is a violation of the Equal Opportunity clause in this contract.

b. As used in this certification, "segregated facilities" means any waiting rooms, work areas, rest rooms or wash rooms, restaurants or other eating areas, time clocks, locker rooms or other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, or housing facilities provided for employees that are segregated by explicit directive or are in fact segregated on the basis of race, color, religion, or national origin, because of habit, local custom, or otherwise.

c. The offeror further agrees that (unless it has obtained identical certifications from proposed subcontractors for specific time periods) it will obtain identical certifications from proposed subcontractors before awarding subcontracts exceeding $10,000 that are not exempt from the provisions of the Equal Opportunity clause; that it will retain these certifications in its files; and that it will forward the following notice to these proposed subcontractors (except when they have submitted identical certifications for specific time periods).

NOTICE

A certification of nonsegregated facilities must be submitted before the award of a subcontract exceeding $10,000 that is not exempt from the Equal Opportunity clause. The certification may be submitted either for each subcontract or for all subcontracts during a period (quarterly, semiannually, or annually).

B.6 CLEAN AIR AND WATER CERTIFICATION

a. This certification applies only if (1) the offer exceeds $100,000, (2) the offer is for an indefinite-quantity and indicates that orders for estimating quantities will exceed $100,000 in any year, (3) a facility to be used is listed on the EPA List of Violating Facilities because of a criminal conviction, or (4) the contract is not otherwise exempt

b. The offeror (1) certifies, by checking the applicable box, that any facility to be utilized in the performance of the proposed contract ☐ is, ☑ is not listed on the Environmental Protection Agency List of Violating Facilities as of the date of this proposal, and (2) agrees to notify the contracting officer promptly if any communication is received from the Environmental Protection Agency before contract award indicating that any such facility is under consideration for inclusion on the list.

B.7 LEASES BETWEEN THE POSTAL SERVICE AND ITS EMPLOYEES, CONTRACT EMPLOYEES, OR BUSINESS ORGANIZATIONS SUBSTANTIALLY OWNED OR CONTROLLED BY POSTAL SERVICE EMPLOYEES OR CONTRACT EMPLOYEES

By submitting this proposal, the offeror certifies that the offeror ☐ is, ☑ is not an employee, a personal service contract employee or a member of the immediate family of a Postal Service employee or personal service contract employee OR a business organization (partnership, corporation, joint venture, etc.) substantially owned or controlled by a Postal Service employee, a personal service contract employee, or a member of the immediate family of a Postal Service employee or personal service contract employee. "Immediate family" means spouse, minor child or children, and other individuals related to the employee by blood who are residents of the employee's household.

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UNITED STATES POSTAL SERVICE

Construction Rider
Existing Buildings

FacilityName/Location
FORT SMITH - ROGERS AVENUE STA (043231-015)
FORT SMITH, AR 72903-9998

SEBASTIAN COUNTY
Project: G32137

1. The Offeror agrees that:

a. The improvements, additions, repairs or remodeling as described below shall be completed to the satisfaction of the Postal Service no later than 120 calendar days after acceptance of this Lease by the Postal Service or after the Lessor's receipt of the Notice to Proceed, whichever is later.

b. The fixed term and rent will commence the first day following acceptance by the Postal Service of the completed building and/or any contemplated improvements, additions, repairs or remodeling. Said commencement date will be inserted in the Lease by the Contracting Officer.

c. The provisions of this Construction Rider, including any and all drawings, specifications, details, handbooks and other attachments made a part of the Lease, hereunder, shall govern in the event of conflict with any other terms and conditions of the Lease.

d. The provisions in Section A of the Lease, paragraph A-9, Assignment of Claims notwithstanding, this Lease may not be assigned before commencement of the fixed term, without the prior written consent of the Postal Service.

2. DESIGN PHASE

By USPS: Drawings by Architecture Plus, Inc. A+ No: 97-03.12, dated 11/14/97, of Rogers Ave Sta. Post Office, Park Plaza Shopping Center, 3400 Rogers Ave., Ft. Smith, AR (cont.)
The property leased will contain areas and spaces, improvements and appurtenances furnished as provided in accordance with Postal Service drawing(s), specifications, details and handbooks, including but not limited to Handbook RE-4, Standards for Facility Accessibility by the Physically Handicapped (dated April 19, 1985), which are made a part of this Lease.

(cont. from above) and Technical Specification Book of same project, date, and No. by Architecture Plus, INc. of Ft. Smith, AR.

3. CONSTRUCTION PHASE

a. If the Postal Service executes this Lease then the Lessor's construction costs are acceptable to the Postal Service, a Notice to Proceed will be issued to the Lessor by the Postal Service's Contracting Officer. Upon receipt of the Notice to Proceed, the Lessor may commence construction of the tenant improvements. ~~If an agreement is not reached as to the approved construction costs for the tenant improvements, the design~~ drawings will be turned over to the ~~Postal Service and the Postal Service~~ may, at its sole option, either solicit offers for the ~~construction and completion of the improvements using a third party contract and/or terminate this Lease.~~

Note: A pre-construction conference may be required prior to the issuance of a Notice to Proceed.

b. The Postal Service will inspect the construction of the said improvements from time to time, and shall have access to the premises for that purpose at all reasonable times.

c. Any changes to the approved work must be accomplished via a written Change Order duly authorized and signed by the Contracting Officer. The Change Order will specify the work details and cost.

d. Final inspection shall be performed in accordance with section 6, Inspection clause contained in this rider.

4. CONSTRUCTION PAYMENT

Payment to the Lessor for the work outlined herein shall be in the amount of

Payment shall be made after the Contracting Officer accepts the work, as follows:
All consideration for new construction is included in the rent over the entire 10 year initial term of the lease.

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5. TERMINATION FOR DEFAULT - DAMAGES FOR DELAY - TIME EXTENSIONS

a. If the contractor refuses or fails to acquire the site, if applicable, or to prosecute the work with such diligence as will ensure its completion within the time specified in this contract, or any extension thereof, or fails to complete said work within such time, the Postal Service may, by written notice to the contractor, terminate his right to proceed with the work. Whether or not the contractor's right to proceed with the work is terminated, he and his sureties must be liable for any damage to the Postal Service resulting from his refusal or failure to complete the work within the specified time

b. The contractor's right to proceed shall not be so terminated nor the contractor charged with resulting damage if:

(1) The delay in the completion of the work arises from unforeseeable causes beyond the control and without the fault of negligence of the contractor, including but not restricted to acts of God, acts of the public enemy, acts of Government in either its sovereign or contractual capacity, acts of another contractor in the performance of a contract with the Postal Service, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of both the contractor and such subcontractors or suppliers; and

(2) The contractor, within 10 days from the beginning of any such delay (unless the contracting officer grants a further period of time before completion and acceptance under the contract), notifies the contracting officer in writing of the causes of delay.

c. The contracting officer must ascertain the facts and the extent of the delay and extend the time for completing the work when, in his judgment, the findings of facts justify such an extension, and his findings of fact shall be final and conclusive on the parties, subject to appeal as provided in the clause of this contract entitled "Claims and Disputes" Pending final decision on an extension of time hereunder, the contractor must proceed diligently with the performance of the contract and in accordance with the contracting officer's decision. Inability to comply with state, city, or local construction or zoning laws or ordinances, or with restrictive covenants, shall not normally be regarded as an unforeseeable cause Provided, however, that if the Successful Offeror shall acquire the demised property, an interest therein or an option to purchase the same by or through assignment or transfer from the Postal Service, and if in the course of such (acquisition the Successful Offeror is unable to comply with such) laws or ordinances or restrictive covenants, then this agreement shall be and become terminated with no further liability on the part of either party unless such laws or ordinances or restrictive covenants are suitably changed or removed in accordance with an option or other agreement with the owner which so provides.

d. The rights and remedies of the Postal Service provided in this clause are in addition to any other rights and remedies which may be available to the Postal Service by law or under this agreement

6. INSPECTION

a The Lessor must, without charge, replace any material, correct any workmanship or supply omitted work found by the Postal Service not to comply with the contract requirements, unless in its interest the Postal Service consents to accept such material or workmanship or omitted work with an appropriate adjustment in the rental.

b. The premises and building must be accessible for inspection by the authorized representative of the contracting officer to determine whether contractual requirements are being met during construction and/or acceptance inspection of construction of the facility Failure of the Postal Service to identify deficient work or materials shall not shift the responsibility for correction of such deficient work or materials to the Postal Service.

c. If the Lessor does not replace rejected material, correct rejected workmanship, or supply omitted work, then in addition to any other remedies available to it, the Postal Service may, by contract or otherwise, replace such material or workmanship, or supply such omitted work and charge the cost thereof to the Lessor by a deduction from the rentals as they accrue

d. In the absence of a specific agreement, time allowed for completion of any work required under the provisions of this paragraph is limited to thirty (30) days.

e. The Lessor must give the contracting officer at least thirty (30) days advance written notice of the date the work will be fully completed and ready for acceptance inspection and tests; the Lessor shall be charged with any additional costs of inspection when material and workmanship are not ready at the time specified by the Lessor for its inspection.

7. STORAGE OF EQUIPMENT

The Postal Service may, without additional compensation, store, assemble, and install Postal Service-owned furnishings and equipment in the premises at any time prior to completion date. Such action by the Postal Service shall not be construed as constituting occupancy under the Lease Such action must be accomplished in a manner which will not unreasonably interfere with the lessor's completion of work under this agreement.

8. PAYMENT FOR LABOR AND MATERIALS

The Lessor agrees to post at the job site in a prominent place, a photostat or certified copy of the bond, where it can easily be seen by all persons who have furnished, or have been requested to furnish labor, material, or both, used or reasonably required for use in the performance of this agreement

9. LICENSES, PERMITS, SAFETY, INDEMNIFICATION

a. The offeror is, without additional expense to the Postal Service, responsible for identifying and complying with zoning requirements, if applicable, obtaining any necessary licenses and permits required for privately owned buildings, and for complying with any applicable federal state, and municipal laws, codes, and regulations, in connection with the performance required under or related to this contract The contractor must take proper safety and health precautions to protect the work, the workers, the public and the property of others. The contractor is responsible also for all materials delivered and work performed until completion and acceptance of the entire construction work, except for any completed unit of construction that may have been accepted

b. The offeror agrees to indemnify and hold harmless, the Postal Service and its officers, agents, representatives, and employees from all claims, loss, damage, actions, causes of action, expense and/or liability, including the cost of defense, resulting from, brought for, or on account of any personal injury or death or property damage received or sustained by any persons or property, growing out of, occurring, or attributable to any work performed under or related to this contract.

10. COMPLIANCE BY STATES WITH LABOR STANDARDS

The offeror agrees to comply with the Contract Work Hours and Safety Standards Act - Overtime Compensation, and Davis-Bacon Act clauses of this contract, and with applicable OSHA standards, to provide for

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similar compliance in subcontracts with states or political subdivisions thereof, and to insert the clauses in all subcontracts with private persons or firms.

11. SITE

Offerors must examine the site and be thoroughly acquainted with conditions thereon. The Lessor will be responsible for site conditions including but not limited to subsurface or latent physical conditions or unknown physical conditions of an unusual nature differing materially from those ordinarily encountered.

12. BONDS

No work or services under this contract may be commenced until required bonds have been furnished and the Lessor has received written notice from the Contracting Officer that the bonds are acceptable; provided, however, that if this agreement provides for assignment to the Lessor of an option to purchase and, if the option would expire prior to the Lessor's submission of bonds and receipt of notice of acceptability, and if the option cannot be extended, the option may be assigned prior to the Lessor's submission of bonds and receipt of notice of acceptability and the Lessor must exercise the option timely and remain obligated to furnish acceptable bonds within the time limit specified in this agreement.

13. DISPUTES CONCERNING LABOR STANDARDS

Disputes arising out of the labor standards provisions of this contract will not be subject to the Claims and Disputes clause of this contract. Such disputes must be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR Parts 5, 6, and 7. Disputes within the meaning of this clause includes disputes between the lessor (or any of the lessor's subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

14. SAFETY AND HEALTH STANDARDS

a. Materials, supplies, articles, or equipment manufactured or furnished under this contract or order must conform to the Occupational Safety and Health Standards (29 CFR 1910) pursuant to authority in the Occupational Safety and Health Act of 1970 (OSHA), and to other safety and health requirements specified in this contract or order.

b. If no OSHA standard exists, federal or other nationally recognized standards apply. Copies of current Occupational Safety and Health Standards are available from regional and/or area offices of the U. S. Department of Labor, Occupational Safety and Health Administration.

c. If this contract or order contains a Postal Service standard and an OSHA standard covering the same general area of applicability, the Postal Service standard governs and takes precedence, unless the OSHA standard contains more rigorous or stringent safety requirements, in which case the OSHA standard governs and takes precedence.

d. Upon delivery of the first article under the contract or order, or if none, upon delivery of the first production quantity, the contractor must execute a certification in a form acceptable to the contracting officer, attesting to the conformance of the delivered items to the requirements of this clause.

15. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT–OVERTIME COMPENSATION

a. *Overtime Requirements.* No contractor or subcontractor contracting for any part of the contract work may require or permit any laborer or mechanic to work more than 40 hours in any workweek on work subject to the provisions of the Contract Work Hours and Safety Standards Act, unless the laborer or mechanic receives compensation at a rate not less than one-and-one-half times the laborer's or mechanic's basic rate of pay for all such hours worked in excess of 40 hours.

b. *Violation, Liability for Unpaid Wages, and Liquidated Damages.* In the event of any violation of paragraph a above, the contractor and any subcontractor responsible for the violation are liable to any affected employee for unpaid wages. The contractor and subcontractor are also liable to the Postal Service for liquidated damages, which will be computed for each laborer or mechanic at $10 for each day on which the employee was required or permitted to work in violation of paragraph a above.

c. *Withholding for Unpaid Wages and Liquidated Damages.* The contracting officer may withhold from the contractor, from any moneys payable to the contractor or subcontractor under this or any other contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act which is held by the same prime contractor, sums as may administratively be determined necessary to satisfy any liabilities of the contractor or subcontractor for unpaid wages and liquidated damages pursuant to paragraph b above.

d. *Records.* The contractor or subcontractor must maintain for three years from the completion of the contract for each laborer and mechanic (including watchmen and guards) working on the contract payroll records which contain the name, address, social security number, and classification(s) of each such employee, hourly rates of wages paid, number of daily and weekly hours worked, deductions made, and actual wages paid. The contractor or subcontractor must make these records available for inspection, copying, or transcription by authorized representatives of the contracting officer and the Department of Labor, and must permit such representatives to interview employees during working hours on the job. (The Department of Labor information collection and recordkeeping requirements in this paragraph d have been approved by the Office of Management and Budget under OMB control numbers 1215-0140 and 1215-0017.)

e. *Subcontracts.* The contractor must insert paragraphs a through d of this clause in all subcontracts, and must require their inclusion in all subcontracts at any tier.

16. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT–SAFETY STANDARDS

a. To the extent that the work includes construction, alteration, repair, painting, or decorating, the Lessor may not require any laborer or mechanic to work in surroundings or under conditions that are unsanitary, hazardous, or dangerous to the laborer's or mechanic's health or safety, as provided under standards promulgated by the Secretary of Labor under the authority of 40 U.S.C. 333 (see 29 CFR 1910 and 1926).

b. If the Lessor fails to comply with this clause, the Postal Service at its discretion, may cancel this Lease, contract for the balance of the work or term, and charge to the lessor any additional costs incurred.

c. The Lessor agrees to insert this clause, including this paragraph c, in all subcontracts and to require its inclusion in all subcontracts at any tier. The term "Lessor," as used in this clause in any subcontract, is deemed to refer to the lower-tier subcontractor.

17. OMISSIONS AND DEFECTS

If omissions and defects from the contract requirements and approved construction plans remain in the facility on the scheduled Postal Service date of beneficial occupancy, the Postal Service may take beneficial occupancy and notify the offeror in writing of the obligation to complete or correct the remaining deficiencies or defects by a designated date.

The offeror must complete or correct the omissions or defects by the designated date or the Postal Service may correct the omissions or defects and deduct the costs thereof from future rental due. If the Postal Service has maintenance responsibilities under this lease, prior to Postal Service assumption of maintenance responsibility for the leased facility, the Lessor is responsible for correcting/completing all maintenance deficiencies/defects.

18. BANKRUPTCY

In the event the contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the contractor will furnish, by certified mail, written notification of the bankruptcy to the contracting officer responsible for administering the contract. The notification must be furnished within five days of the initiation of the bankruptcy proceedings. The notification must include the date on which the bankruptcy petition was filed, the court in which the petition was filed, and a list of Postal Service contracts and contracting officers for all Postal Service contracts for which final payment has not yet been made. This obligation remains in effect until final payment under this contract.

19. CONVICT LABOR

In connection with the work under this contract, the contractor agrees not to employ any person undergoing sentence of imprisonment, except as provided by Public Law 89-176, September 10, 1965 (18 U.S.C. 4082(c)(2)) and Executive Order 11755, December 29, 1973.

20. WARRANTY (CONSTRUCTION)

a. If the Postal Service has maintenance responsibility under a maintenance rider, the Lessor warrants that all work will be free from defective or inferior materials, equipment, and workmanship.

b. If, within one year of acceptance for beneficial occupancy by the Postal Service, the contracting officer finds that warranted work needs to be repaired or changed because materials, equipment, or workmanship were inferior, defective, or not in accordance with the contract terms, the Lessor must promptly and without additional expense to the Postal Service:

1. Place in a satisfactory condition all of the warranted work;

2. Satisfactorily correct all damage to equipment, the site, the building, or its contents that is the result of such unsatisfactory work; and

3. Satisfactorily correct any work, materials, or equipment disturbed in fulfilling the warranty.

c. Should the Lessor fail to proceed promptly in accordance with the warranty, the Postal Service may have the work performed and deduct the cost thereof from future rental payments.

d. The Lessor must obtain each transferable guarantee or warranty of equipment, materials, or installation furnished by any manufacturer, supplier, or installer in the ordinary course of the business or trade. The Lessor must obtain and furnish to the Postal Service all information required to make any such guarantee or warranty legally binding and effective, and must submit both the information and the guarantee or warranty to the Postal Service in sufficient time to permit the Postal Service to meet any time limit requirements specified in the guarantee or warranty or, if no time limit is specified, before completion and acceptance of all work under this contract.

21. DESIGN AND APPROVAL REQUIREMENTS

a. Unless otherwise exempted within this contract, the ~~Lessor~~ must employ the services of an architect-engineer, who is licensed to practice in the state in which the facility is located, to prepare for the approval of the Postal Service, complete specifications and working drawings including architectural, structural, mechanical, electrical and site improvement work for the construction of the facility in accordance with all requirements included in this agreement. All final drawings must bear the appropriate registration seal. All fees or charges required for ~~architect/engineer services~~, for necessary permits or approvals, for connection charges, or for similar fees incidental to construction of the facility must be at ~~Lessor's~~ Lessor's sole cost and expense.

b. All submissions required for approval by the Postal Service must be correlated, checked and signed by a responsible official of the architect-engineer's firm and must be accompanied by a certification in the following format:

"I certify that all phases of this project (1) have been coordinated and checked for accuracy, (2) are complete in accordance with all applicable requirements, and (3) are in compliance with local building codes and Postal Service requirements."

c. All improvements, including new building(s) and all appurtenances thereto, must be designed and constructed in conformity with all applicable local laws, ordinances, and regulations which relate to construction, safety and sanitation or, in the absence of such codes, ordinances or regulations, in conformity with one of the following codes: Southern Building Code Congress; Southern Standard Building Code; International Conference of Building Officials, Uniform Building Code; Building Officials Conference of America, Inc., or Basic Building Code. The final drawings must be signed and sealed by the architect-engineer with this statement:

"This building has been designed and must be constructed in strict accordance with the ____ building (regulations) (code) dated _____."

d. The minimum requirements established by this agreement must not be construed as lowering the standards established by the local, county, or state laws, ordinances, or regulations. When such local, county or state requirements are more stringent than the minimum requirements set forth in this agreement, the more stringent requirements must govern.

e. Approval by the Postal Service of any drawings and specifications constitutes approval of general arrangement only and is not to be construed as waiving or changing any requirements set forth in this agreement unless a deviation, waiver or other change is specifically identified and approved by the contracting officer.

f. The Lessor must be responsible, in all cases, for the proper design and coordination of architectural, structural, plumbing, electrical, heating, ventilation, air conditioning, site elements, etc., for the facility.

g. Unless otherwise specified, no construction activity at the site may be commenced until the lessor has received written notice from the contracting officer of approval of final drawings and specifications. Changes or modifications which may be required during construction must be approved in writing by the contracting officer prior to proceeding with such changes.

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UNITED STATES POSTAL SERVICE

Mortgagee's Agreement

(To be executed and attached to lease before it is recorded)

Facility Name/Location FORT SMITH - ROGERS AVENUE STA (043231-015)

County: SEBASTIAN
Project: G32137

The undersigned,

holder(s) of a mortgage in the sum of $4,200,000

on the property situated at: 3400 Rogers ave, Fort Smith, AR

hereby consent(s) to the leasing of said property to the U.S. Postal Service and agree(s) for itself, its successors, executors, administrators, and assigns that in the event it should become necessary to foreclose said mortgage the mortgagee will cause the sale of said premises to be made subject to said lease.

City National Bank
Mortgagee Company

Nancy Irvine
Witness

By: [signature]
Signature of Mortgagee's Officer

Its Vice President
Title of Mortgagee's Officer

1222 Rogers Ave
Street Address

Fort Smith, AR 72902-0047
City, State and ZIP+4

Subscribed and Sworn to before me, a notary public, in and for County, State of Arkansas,

this 15th day of January, 1998

Pam Meunier
Notary Public

My commission expires 2-6-02

PAM MEUNIER SEBASTIAN CO. ARK. PUBLIC

MORT (July 96, v1.12, P)

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UNITED STATES
POSTAL SERVICE

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	06/01/2009
2.	Classified Station and Branch Checklist	12/01/2009
3.	Community Survey and Demographic	07/06/2009
4.	Alternate service cost analysis	11/18/2009
5.	Return on Investment Worksheet	11/12/2009
6.	Map	08/11/2009
7.	RDM FLASH Report – Rogers Avenue Station	11/17/2009
8.	WOS Earned – Actual Staffing Graph – Rogers Avenue Station	11/12/2009
9.	RDM Mystery Shopper WTIL – Rogers Avenue Station	11/17/2009
10.	CSM WTIL Analysis – Rogers Avenue Station	11/18/2009
11.	Station Total Operating Expenses	11/24/2009
12.	WOS Earned – Actual Staffing Graph-Combined Facilities Rogers Ave And Fort Smith Downtown Station	11/12/2009
13.	Rogers Avenue Station Photos	09/29/2009
14.	Letter to Customers on Community Meeting/Questionnaires	11/12/2009
15.	Public Notice Posting for Retail Customers	11/12/2009
16.	Returned customer questionnaires and Postal Service response letters	11/30/2009
17.	Analysis of questionnaires	12/01/2009
18.	Congressional Responses	12/01/2009
19.	Proposal	12/01/2009
20.	Transmittal to Vice President, Delivery and Post Office Operations, from District Manager, Customer Service and Sales	12/01/2009

RECEIVED
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CUSTOMER SERVICES
OPERATIONS

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ITEM NO. 1
PAGE 1

UNITED STATES POSTAL SERVICE

June 1, 2009

Jeffery A Taylor
Arkansas District Manager

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION

I request your authorization to investigate a possible change in postal services for the following office in Congressional District 3.

Post Office Name:	Fort Smith Rogers Avenue Station
ZIP+4 Code:	72913-9998
EAS Level:	NA
Finance Number:	[redacted]
County:	Sebastian

Number of Customers:

Post Office Box	814 [redacted]
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	814 [redacted]

The Arkansas District is reviewing Station/Branch Optimization.

The investigation would determine the feasibility of consolidating the Rogers St Station with the Fort Smith Downtown Station.

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

Amy Proffitt
District Post Office Review Coordinator (A)

Approval to Study for Discontinuance:

District Manager

6/1/09
Date

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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

Fort Smith Rogers Avenue Finance Unit

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
[redacted]	[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

Located only 1.73 miles away from the Fort Smith Downtown Station and 2.94 miles from the Fort Smith GMF/MPO, the 4,964 sq. ft. leased Rogers Avenue Finance Unit facility carries an annual lease rate of $53,401 with a lease expiration date of 6/12/2013. Through May YTD, the Rogers Avenue Unit has suffered an [redacted] reduction to SPLY in customer visits, [redacted] reduction in revenue transactions to SPLY and an [redacted] reduction in Walk-In Revenue (estimated FY 2009 WIR = $[redacted].

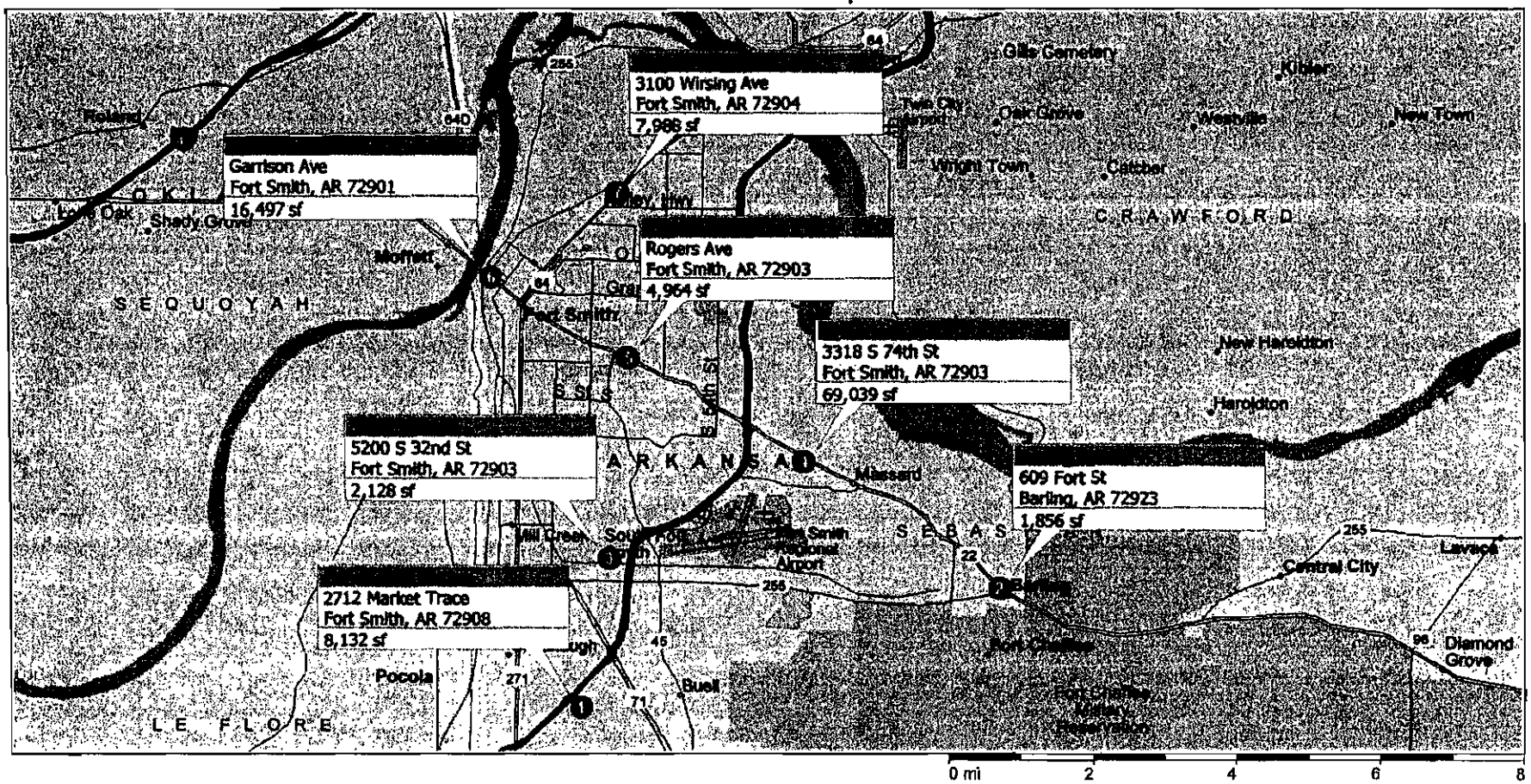
Current hours at the Rogers Avenue Unit are 8 am - 4:40 PM, M-T only, and is staffed by 3 clerks. In light of the fact there are 2 larger facilities within the span of 3 miles which could easily take on the workload associated with this consolidation.

for Jeff Taylor — 8/11/09

District Manager Signature — Date

Area Vice President Concurrence — Date

Fort Smith Map



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UNITED STATES POSTAL SERVICE

Classified Station/Branch or Community Post Office Discontinuance Checklist

Proposed Discontinuance Facility Information

District Name: Arkansas

District Contact: Amy Proffitt

Telephone Number: 501-228-4171

Office Name: Fort Smith Rogers Ave Station

State: AR

ZIP Code: 72903-3178

County: Sebastian

Congressional District: 03

Date Office Established: 06/01/1998

EAS Postmaster Level: 24

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

Declining revenues, customer visits and walk in revenue and 2 larger facilities located within the span of 3 miles.

Is facility owned ○ Â Yes ◉ Â No

When does the lease or contract expire? 6/12/2013

Is there a termination clause? ○ Â Yes ◉ Â No

If no, What are lease termination plans? Facility will be turned over to Real estate to secure a lease buy out or sublease.

How many customers are affected:

Post Office box customers: [redacted]

General Delivery:

Rural Route:

Highway Contract Route (HCR):

City Route:

Intermediate Rural:

Intermediate HCR:

Total number of customers: [redacted]

Window Service Hours: M-F: 08:00 AM-04:30 PM Sat: No Hours Entered

Lobby Hours: M-F: 24 Hours Sat: 24 Hours

UNITED STATES POSTAL SERVICE

Retail Customer Data:

What is the Post Office Box Fee Group for this location? [redacted]

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

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

What are the plans for the Post Office Box customers? PO Boxes will be moved to Fort Smith Downtown Station. Customer will retain same box number and zip

Does the Office have an APC? ○ Â Yes ◉ Â No

If yes, what are the plans for APC?
Total Window Staffing (Earned/Actual Staffing Graph, October/March of most current FY): (attach documentation)

1

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

Average WTIL [redacted] 0 WTIL over 5 minutes

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

See attachment

WIR for the last three fiscal years were:

$ [redacted] FY 07

$ [redacted] FY 08

$ [redacted] FY 09

Total Operating Expenses for last 12-month data (ADM): $[redacted]
Average Daily Retail Transactions (12-month data): (Total Transactions divided by number of retail business days) (Source: Monthly, Yearly RDM FLASH) Nov 08- Oct 09 [redacted]
Total Retail Transactions for current fiscal year and same period last year (RDM FLASH) Oct 09 [redacted] SPLY [redacted]
FY09 [redacted] / FY08 [redacted]

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

FY 07 [redacted]

FY 08 [redacted]

FY 09 [redacted]

Total Customer visits for current fiscal year and same period last year (RDM FLASH) OCT FY10 [redacted] SPLY [redacted]
FY09 [redacted] / FY08 [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.

UNITED STATES POSTAL SERVICE

Bulk Mail Customers

Does the Office have a Bulk Mail Acceptance Unit? ○ Â Yes ◉

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

?

Does the Office have a DDU drop? ○ Â Yes ◉

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

Questionn

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

Other Customer Information

Number of schools, religious institutions, organizations and businesses: in service area: 85

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

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

Community Input

Community meeting: NA Number of customers attended:

Questionnaire: 400 Number returned: ~~158~~ 386

Favorable: ~~1~~ 2 # Unfavorable: ~~121~~ 303 # No opinion: ~~36~~ 81

Public Notice (local newspaper) Date (if applicable):

Employee Data

How many career employees will be affected? 2

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

[redacted]

UNITED STATES POSTAL SERVICE

Total Annual Cost Savings

Employee Salaries, (minimum)*: [redacted]

Salaries X Fringe Benefits 33.5%: [redacted]

Lease / Rental Costs: $53,401

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 Unit, Non-Personnel Unit, etc). PO Boxes will be relocated to FS Downtown Station. They will retain same box number and zip code.

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

Total Annual Savings: [redacted] $ [redacted]

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

Administrative Office (Gaining Facility Information)

Name, State & ZIP:	Fort Smith Downtown Station, AR 72901-9998	EAS Level: 20		Miles away: 1.71
Window Service Hours: M-F	08:00 AM-04:30 PM		Sat	No Hours Entered
Lobby Hours: M-F	24 Hours		Sat	24 Hours

What is the Post Office Box Fee Group for this location? [redacted]

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

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

How many Post Office Boxes are available to rent? [redacted]

Does the Office have an APC? ○ Â Yes ◉ Â No

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

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

UNITED STATES POSTAL SERVICE

Average WTIL (12 month data): (attach documentation) [redacted] # of Retail Workstations: 3

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

See attachment

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)

[redacted]

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

Not at present but will have once lobby expansion is completed at Downtown Station.

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

Name, State & ZIP: , EAS Level: Miles away:

Window Service Hours: M-F No Hours Entered Sat No Hours Entered

Lobby Hours: M-F No Hours Entered Sat No Hours Entered

Number of PO boxes Available?

Prepared By:	Amy Proffitt	Title:	District Office Review Coordinator (A)
Phone Number:	501-228-4171	Date:	12/01/2009

FORT SMITH, AR ROGERS AVE STATION LOCAL BUSINESSES

Back Door Callers

[redacted]

Churches

[redacted]

Schools

[redacted]

Various Services

[redacted]

FORT SMITH, AR ROGERS AVE STATION LOCAL BUSINESSES

Various Services

[redacted]

Banks

[redacted]

FORT SMITH, AR ROGERS AVE STATION LOCAL BUSINESSES

Various Businesses

[redacted]

Medical Providers

[redacted]

FORT SMITH,AR ROGERS AVE STATION LOCAL BUSINESSES

Medical Providers

[redacted]

Attorneys

[redacted]

Real Estate, Insurance, Collection

[redacted]

FORT SMITH, AR ROGERS AVE STATION LOCAL BUSINESSES

Real Estate, Insurance, Collection

[redacted]

Various Shopping

[redacted]

FORT SMITH, AR ROGERS AVENUE STATION LOCAL BUSINESSES

Various Shopping

[redacted]

Alternatives to USPS (Our Competition)

[redacted]

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UNITED STATES POSTAL SERVICE

Community Survey Sheet

Post Office Name: Fort Smith Rogers Ave Sta, AR ZIP + 4: 72903-3178

Congressional District: 03 Date: 11/16/2009

1. Incorporated? (●) Yes ( ) No

   Local government provided by: City of Fort Smith

   Police protection provided by: City of Fort Smith Police Department

   Fire protection provided by: Fort Smith Fire Department

   School location: Fort Smith School District

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

   See Attachment.

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

   See Attachment.

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

   None.

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

   See attachment.

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

   None.

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' Smith (city), Arkansas

People QuickFacts	Fort Smith	Arkansas
Population, 2006 estimate	83,461	2,810,872
Population, percent change, April 1, 2000 to July 1, 2006	3.8%	5.1%
Population, 2000	80,268	2,673,400
Persons under 5 years old, percent, 2000	7.6%	6.8%
Persons under 18 years old, percent, 2000	25.4%	25.4%
Persons 65 years old and over, percent, 2000	13.7%	14.0%
Female persons, percent, 2000	51.5%	51.2%
White persons, percent, 2000 (a)	77.0%	80.0%
Black persons, percent, 2000 (a)	8.6%	15.7%
American Indian and Alaska Native persons, percent, 2000 (a)	1.7%	0.7%
Asian persons, percent, 2000 (a)	4.6%	0.8%
Native Hawaiian and Other Pacific Islander, percent, 2000 (a)	0.1%	0.1%
Persons reporting two or more races, percent, 2000	3.0%	1.3%
Persons of Hispanic or Latino origin, percent, 2000 (b)	8.8%	3.2%
Living in same house in 1995 and 2000, pct 5 yrs old & over	46.9%	53.3%
Foreign born persons, percent, 2000	9.2%	2.8%
Language other than English spoken at home, pct age 5+, 2000	12.0%	5.0%
'h school graduates, percent of persons age 25+, 2000	75.7%	75.3%
nelor's degree or higher, pct of persons age 25+, 2000	18.6%	16.7%
Mean travel time to work (minutes), workers age 16+, 2000	16.7	21.9
Housing units, 2000	35,341	1,173,043
Homeownership rate, 2000	56.3%	69.4%
Median value of owner-occupied housing units, 2000	$74,200	$72,800
Households, 2000	32,398	1,042,696
Persons per household, 2000	2.42	2.49
Median household income, 1999	$32,157	$32,182
Per capita money income, 1999	$18,994	$16,904
Persons below poverty, percent, 1999	15.8%	15.8%

Business QuickFacts	Fort Smith	Arkansas
Wholesale trade sales, 2002 ($1000)	D	34,470,795
Retail sales, 2002 ($1000)	1,411,467	25,611,630
Retail sales per capita, 2002	$17,337	$9,463
Accommodation and foodservices sales, 2002 ($1000)	155,777	2,766,905
Total number of firms, 2002	7,113	209,010
Black-owned firms, percent, 2002	S	4.3%
American Indian and Alaska Native owned firms, percent, 2002	F	1.1%
Asian-owned firms, percent, 2002	2.4%	1.0%
anic-owned firms, percent, 2002	S	1.0%
..ve Hawaiian and Other Pacific Islander owned firms, percent, 2002	F	Z
Women-owned firms, percent, 2002	21.6%	23.7%

Geography QuickFacts	Fort Smith	Arkansas
Land area, 2000 (square miles)	50	52,068

Persons per square mile, 2000	1,594.2	51.3
FIPS Code	24550	05
Counties		

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(a) Includes persons reporting only one race.
(b) Hispanics may be of any race, so also are included in applicable race categories.

D: Suppressed to avoid disclosure of confidential information
F: Fewer than 100 firms
FN: Footnote on this item for this area in place of data
NA: Not available
S: Suppressed; does not meet publication standards
X: Not applicable
Z: Value greater than zero but less than half unit of measure shown

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, 2000 Census of Population and Housing, 1990 Census of Population and Housing, Small Area Income and Poverty Estimates, County Business Patterns, 2002 Economic Census, Minority- and Women-Owned Business, Building Permits, Consolidated Federal Funds Report, Census of Governments

Last Revised: Friday, 04-Sep-2009 15:26:51 EDT

ZIP CODE DEMOGRAPHIC REPORT

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Post Office Name: Fort Smith, AR
ZIP Code: 72901

Total Population:		**Total Households:**	
2000	22,018	**2000**	9,061
2008	21,953	**2008**	8,973
2013	22,308	**2013**	9,124

Projected Annual Household Growth Rate: 0.33%

P&A 2008 Dataset

New ZIP Code Search

COST ANALYSIS FOR FORT SMITH ROGERS AVENUE STATION CONSOLIDATION

Additional clerk hours at Fort Smith Downtown Station to sort and box 72913 box mail. These hours are already included in the Fort Smith Downtown Station budget.

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Fort Smith Rogers Avenue retail window hours will be absorbed into the existing Fort Smith Downtown Station window operations without adding complement.

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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: FORT SMITH ROGERS AVE STA	(COST) / SAVINGS ONE TIME	ANNUAL
Utility Costs (Source: District finance through ADM FPR)		[redacted]
Current Lease Rate (Source: FSO) Termination Date: 6/12/2013	($73,556)	$53,401.00
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)		
Inter-Station Mail Transportation (Source: District Operations Support)		[redacted]
Carrier Route Transportation (Source: District Operations Support)		
Carrier Labor (Source: District Finance and Operations Support)		
Carrier Savings - Number of Positions (Source: District Finance / Operations Support / Human Resources)		[redacted] Alternate.
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)		
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 number.

NODE Name: SW - 10 - 02A
Area Name: SOUTHWEST
District Name: ARKANSAS
Name of Analyst: Gigi Gilkerson

Annual Utilities Cost

(-) = Costs (+) = Savings

(+) = Savings

	Facility	Present Facility Square Footage	Estimated Present Annual Utility Costs	Annual Utility Cost Per SF	Post Optimization Square Footage	Post Optimization Proposal	Estimated Post Optimization Annual Utility Costs	Annual Cost or Savings
1	South Station	2,128	[redacted]					
2	Fianna Hills Station	8,132						
3	Rogers Avenue Station	4,964						
4	Downtown Station	16,497						
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
	TOTAL	31,721						

NOTES:

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NODE Name: SW - 10 - 02A
Area Name: SOUTHWEST
District Name: ARKANSAS
Name of Analyst: Gigi Gilkerson

Maintenance Cost

(-) = Costs (+) = Savings

(+) = Costs

	Facility	Present Facility Square Footage	Present Contract Cleaner Cost	Annual Cost (LDC 37/38 From LUPS)	Annual Maintenance SF Cost	Post Optimization Square	Post Optimization Proposal	New Annual Maintenance Cost	Annual Cost or Savings
1	South Station	2,128							
2	Fianna Hills Station	8,132							
3	Rogers Avenue Station	4,964							
4	Downtown Station	16,497							
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
	TOTAL	31,721							

NOTES:

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NODE Name: SW - 10 - 02A
Area Name: SOUTHWEST
District Name: ARKANSAS
Name of Analyst: Gigi Gilkerson

BUILD OUT COSTS

(-) = Costs (+) = Savings

(+) = Cost

	Facility	Ownership	Present Facility Square Footage	Present Annual Lease Rate	Present Lease Expiration Date	Post Optimization Square Footage	Post Optimization Proposal	Post Optimization Operations	Estimated Construction Cost (AQ, Expansion or Renovation)	Estimated Site Cost (NCO)	Estimated Construction Cost (NCO)
1	South Station	Leased	2,128								
2	Fianna Hills Station	Leased	8,132								
3	Rogers Avenue Station	Leased	4,964								
4	Downtown Station	Owned	16,497								
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
	TOTAL		31,721								

NOTES:

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NODE Name: SW - 10 - 02A
Area Name: SOUTHWEST
District Name: ARKANSAS
Name of Analyst: Gigi Gilkerson

ALTERNATIVE TRANSPORTATION MILEAGE WORKSHEET AVAILABLE

LLV	5 -7- 11-Ton	Single Axle Tractor	Dual Axle Tractor	HCR Driver		
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		

Annual Inter-Station Mail Transportation Cost

* Note: If you selected "Dispose" on the input sheet, all sheets will show savings.

(-) = Costs (+) = Savings

(+) = Costs

	Facility	Present Vehicle Type	Present Mileage Rate	HCR Mileage Rate Override	Additional Box Run Transportation Costs	Mail Transportation Weekly Mileage Varience	Post Optimization Proposal	Annual Cost or Savings
1	South Station	HCR Driver	[redacted]					
2	Fianna Hills Station	HCR Driver						
3	Rogers Avenue Station	HCR Driver						
4	Downtown Station	HCR Driver						
5		0						
6		0						
7		0						
8		0						
9		0						
10		0						
11		0						
12		0						
13		0						
14		0						
15		0						
	TOTAL							

Notes:

TRANSPORTATION WORKSHEET AVAILABLE: If you know the HCR Route number or the type of MVS Mail transportation vehicle, along with the mileage, and the number of trips daily, the worksheet to the left will calculate the costs for you. See example. This data will not transfer to the Input Sheet automatically, you will have to enter it for each facility you analyze.

All HCR Routes and their mileage rates are located within this worksheet. If you know the HCR route number, select it from the drop down menu provided in the yellow highlighted cell. The rate will be shown below the route number.

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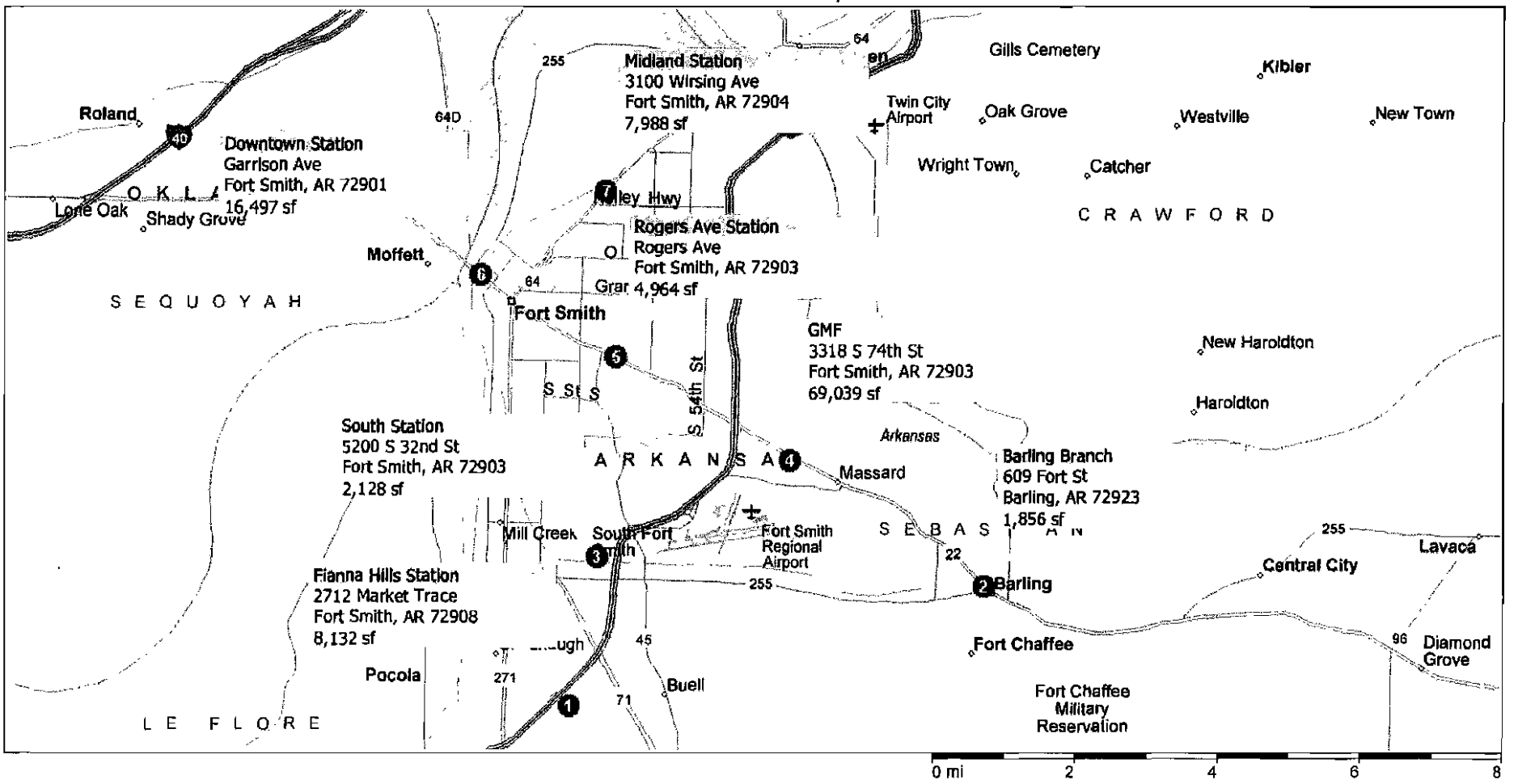
Fort Smith Map



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

Retail Unit	Month
FSM-ROGERS AVE FSTA [redacted]	Sep 2007

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		Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date	% Compared To SPLY
Category	Attributes	[redacted]					
	Total						
	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						
[redacted]	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)						
[redacted]	POS ONE Terminal Hours						
Business Days	Business Days						
	WIR / POS						

[redacted]

Retail Productivity	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]

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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 Photo Services						
	Phonecards						

[redacted]

	Retail Services
	Customer Visits
[redacted]nal Data	Total Transactions (Rev & Non-Rev)
	POS ONE Terminal Hours
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

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[redacted]

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

Retail Unit	Month
FSM-ROGERS AVE FSTA [redacted]	Sep 2008

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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	56	[redacted]				
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps	34					
	Express Mail	1					
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail	6					
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class	2					
	Parcel Post	1					
	Parcel Post WIR Txn						
Walk-In Rev (WIR)	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing	1					
	Special Services	2					
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services	3					
	Customer Visits	4					
Operational Data	Total Transactions (Rev & Non-Rev)	9					
	POS ONE Terminal Hours						
	Business Days						
	WIR / POS ONE Terminal Hr						
	WIR /						

[redacted]

	Customer Visit	[redacted]
	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	

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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 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						

[redacted]

Operational Data	Total Transactions (Rev & Non-Rev)	9,8
	POS ONE Terminal Hours	3
Business Days	Business Days	
Retail Productivity	WIR / POS ONE Terminal Hr	1
	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	

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

Retail Unit	Month
FSM-ROGERS AVE FSTA [redacted]	Sep 2009

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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						
[redacted]	Business Days						
	WIR / POS ONE Terminal Hr						
	WIR /						

[redacted]

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

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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 Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						

[redacted] [redacted]

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Operational Data	Total Transactions (Rev & Non-Rev)	[redacted]
	POS ONE Terminal Hours	
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]

Retail Unit	Month
FSM-ROGERS AVE FSTA [redacted]	Oct 2008

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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						
	WIR / POS ONE Terminal Hr						
	WIR /						

[redacted]

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

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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 Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						

[redacted]

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Operational Data	Total Transactions (Rev & Non-Rev)	[redacted]
	POS ONE Terminal Hours	
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]

Retail Unit	Month
FSM-ROGERS AVE FSTA [redacted]	Oct 2009

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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						
	WIR / POS ONE Terminal Hr						
	WIR /						

[redacted]

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Retail Productivity	Customer Visit	[redacted]
	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 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 Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						

[redacted]

Operational Data	Total Transactions (Rev & Non-Rev)	[redacted]
	POS ONE Terminal Hours	
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	

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[redacted]

AVG DAILY RETAIL TXNS NOV 08-OCT 09 (LAST 12 MOS)

UNIT NAME	AVG DAILY TXNS
FT SMITH ROGERS AVE	[redacted]
FT SMITH SOUTH STATION	[redacted]
LR AEROSPACE FINANCE	[redacted]
LR PLEASANT RIDGE	[redacted]
NLR MAIN ST STATION	[redacted]

TOTAL RETAIL TRANSACTIONS

UNIT NAME	OCT 09	FY	OCT 09 SPLY	FY 09	FY 08	FY 07
FT SMITH ROGERS AVE	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
FT SMITH SOUTH STATION	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
LR AEROSPACE FINANCE	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
LR PLEASANT RIDGE	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]
NLR MAIN ST STATION	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]

TOTAL CUSTOMER VISITS

UNIT NAME	OCT FY 09	OCT 09 SPLY
FT SMITH ROGERS AVE	[redacted]	[redacted]
FT SMITH SOUTH STATION	[redacted]	[redacted]
LR AEROSPACE FINANCE	[redacted]	[redacted]
LR PLEASANT RIDGE	[redacted]	[redacted]
NLR MAIN ST STATION	[redacted]	[redacted]

WOS Earned - Actual Staffing Graph

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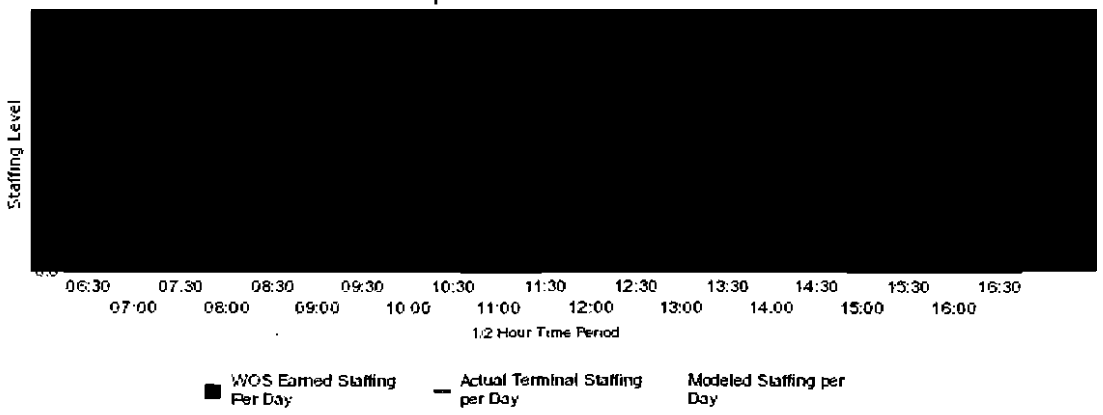
REPORT FILTER:
({Retail Unit} = FSM-ROGERS AVE FSTA[redacted]3) And (Month = Oct 2009 or Mar 2009)

REPORT LIMIT:
{Actual Terminal Staffing per Day} > 0

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	Modeled Staffing per Day
06:30			
07:00			
07:30			
08:00			
08:30			
09:00			
09:30			
10:00			
10:30			
11:00			
11:30			
12:00			
12:30			
13:00			
13:30			
14:00			
14:30			
15:00			
15:30			
16:00			
16:30			

Mystery Shopper - Wait Times **Source: EDW**
Nov 08 - Oct 09

FSM-ROGERS AVE FSTA	72913	[redacted]
FSM-ROGERS AVE FSTA	72913	
FSM-ROGERS AVE FSTA	72913	
FSM-ROGERS AVE FSTA	72913	
FSM-ROGERS AVE FSTA	72913	
FSM-ROGERS AVE FSTA	72913	
FSM-ROGERS AVE FSTA	72913	
Average WTIL		
Shops > 5 minutes		
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
FSM-DOWNTOWN STA	72901	
Average WTIL		
Shops > 5 minutes		

Post Office	# Retail Windows/inc cash wrap			# POS Units on Retail Window	# Back Office POS
	Windows	Cash Wraps	Total		
LR Aerospace	[redacted]				
NLR Main Street					
LR Pleasant Ridge					
Ft Sm South					
Ft Sm Rogers Ave					
LR Westside					
LR Main Post Office					
NLR Main Post Office					
Ft Sm Downtown Sta					
Ft Sm Fianna					

Individual Question Report

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RESIDENTIAL HOUSEHOLDS

UNIQUE/OTHER Questions

FY2009 Month 12 September YTD

All 5-Digit ZIPCODEs within 3-Digit ZIPCODE 729 (FORT SMITH AR) Summary

Question: During your most recent visit to the post office window, how long did you wait in line for a window clerk?

ZIP5	Less than 1 minute/No wait/No line	1-3 minutes	4-5 minutes	6-10 minutes	11-15 minutes	16 minutes or more	Number Responses
72901 - FORT SMITH	[redacted]						
72902 - FORT SMITH							
72903 - FORT SMITH							
72904 - FORT SMITH							
72906 - FORT SMITH							
72908 - FORT SMITH							
72914 - FORT SMITH							
72916 - FORT SMITH							
72917 - FORT SMITH							
72921 - ALMA							
72926 - BOLES							
72927 - BOONEVILLE							
72928 - BRANCH							
72930 - CECIL							
72932 - CEDARVILLE							
933 - CHARLESTON							
72934 - CHESTER							
72935 - DYER							
72936 - GREENWOOD							
72937 - HACKETT							
72940 - HUNTINGTON							
72941 - LAVACA							
72943 - MAGAZINE							
72944 - MANSFIELD							
72945 - MIDLAND							
72946 - MOUNTAINBURG							
72947 - MULBERRY							
72948 - NATURAL DAM							
72949 - OZARK							
72950 - PARKS							
72951 - RATCLIFF							
72952 - RUDY							
72955 - UNIONTOWN							
72956 - VAN BUREN							
72957 - VAN BUREN							
72958 - WALDRON							
72959 - WINSLOW							
3 Total							

ROGERS AVENUE STATION, FORT SMITH

MONTH/YR	ELECTRICITY	GAS/WATER	TELEPHONE	TRAVEL	OTHER FEDSTRIP	CUST SUPPLIES	CUSTODIAL	LAWN	SNOW	CINTAS	PEST
[redacted]											

TOTAL EXPENSES		[redacted]
ANNUAL EXPENDITURES		[redacted]
ANNUAL RENT		[redacted]
LEASE EXPIRES	6/12/2013	
TERMINATION CLAUSE NONE	NONE	
ANNUAL WAGES		[redacted]

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WOS Earned - Actual Staffing Graph

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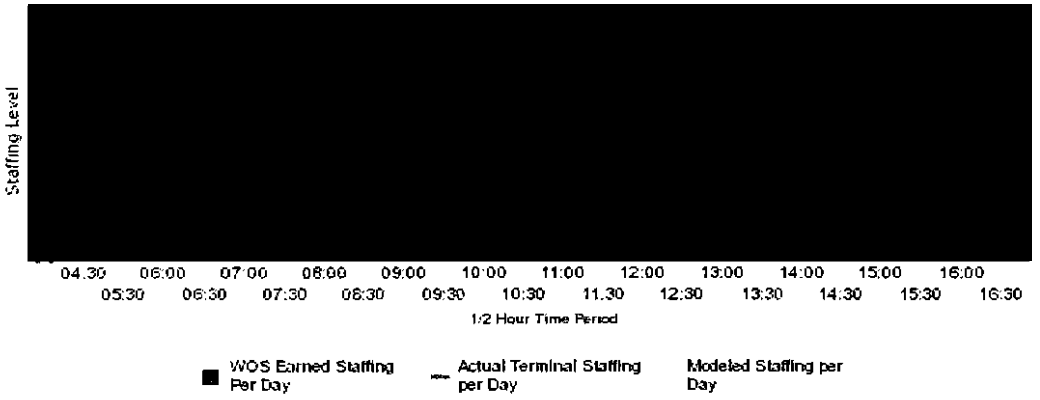
PAGE 1

REPORT FILTER:
({Retail Unit} = FSM-DOWNTOWN STA[redacted] or FSM-ROGERS AVE FSTA[redacted]) And (Month = Oct 2009 or Mar 2009)

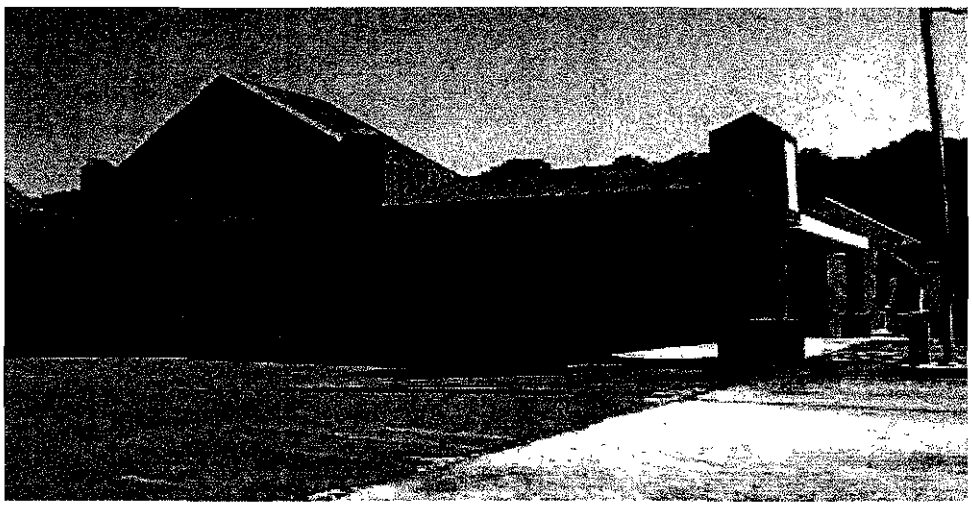
REPORT LIMIT:
{Actual Terminal Staffing per Day} > 0

WOS Earned - Actual Staffing Graph

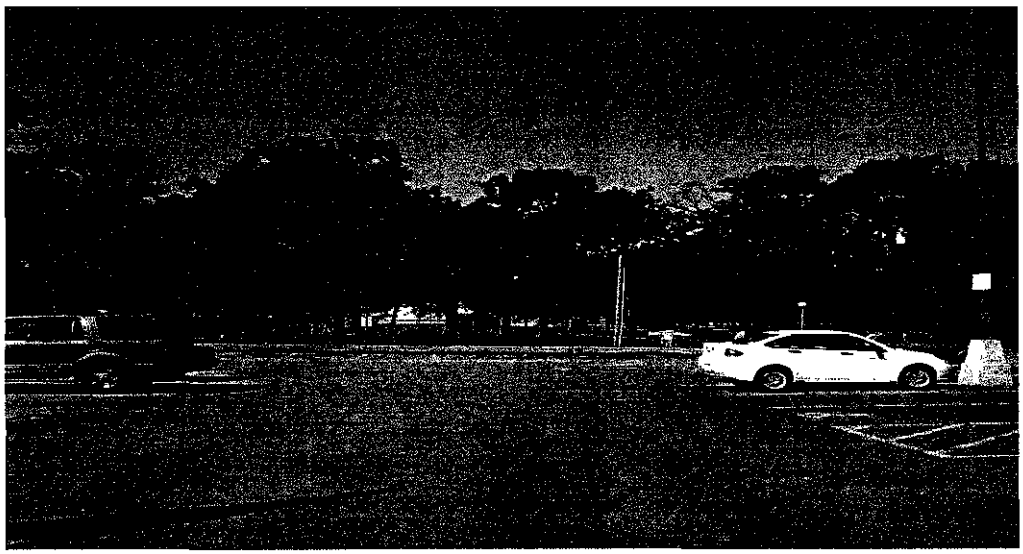
The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



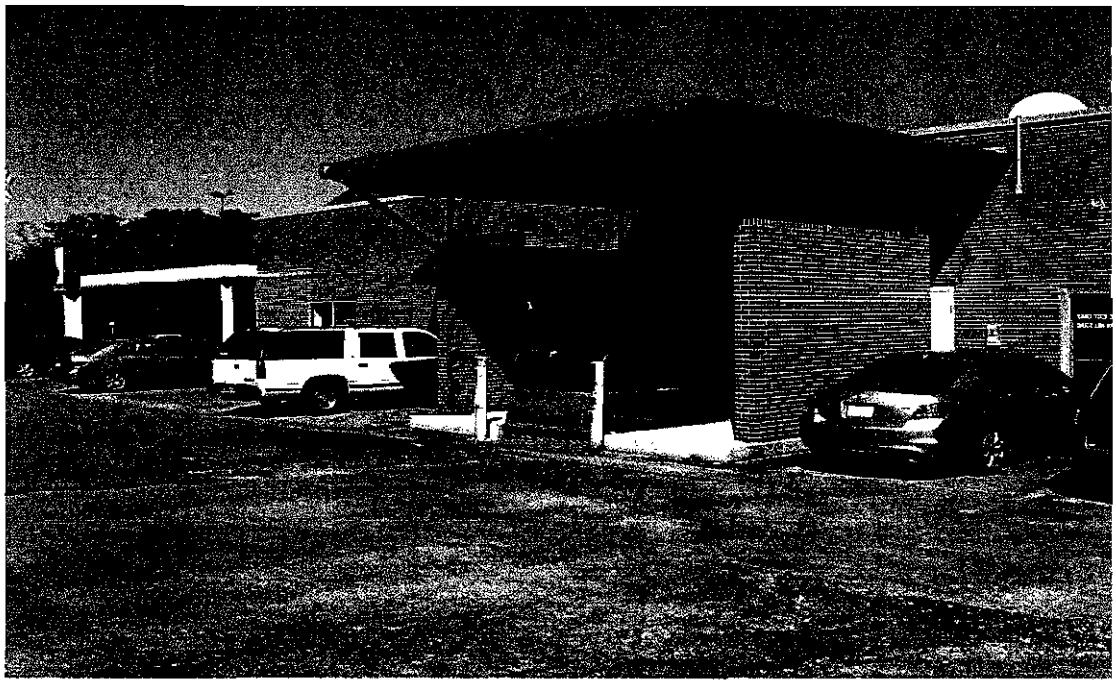
1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Modeled Staffing per Day
04:30			[redacted]	[redacted]
05:30				
06:00				
06:30				
07:00				
07:30				
08:00				
08:30				
09:00				
09:30				
10:00				
10:30				
11:00				
11:30				
12:00				
12:30				
13:00				
13:30				
14:00				
14:30				
15:00				
15:30				
16:00				
16:30				



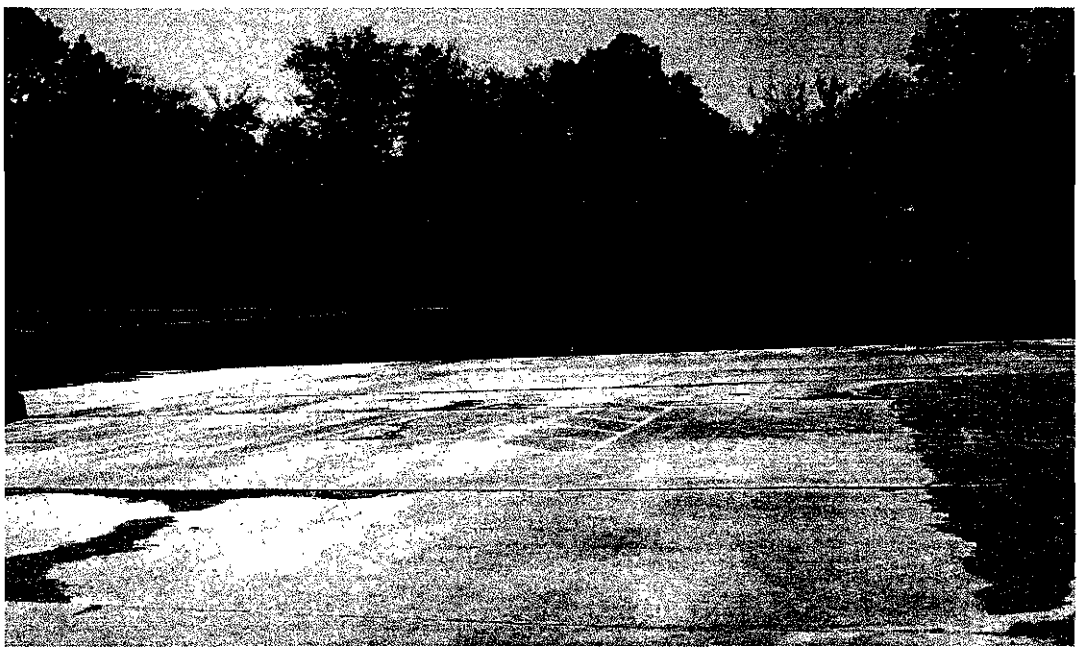
View of the front of the Fort Smith Rogers Ave Station – Faces West



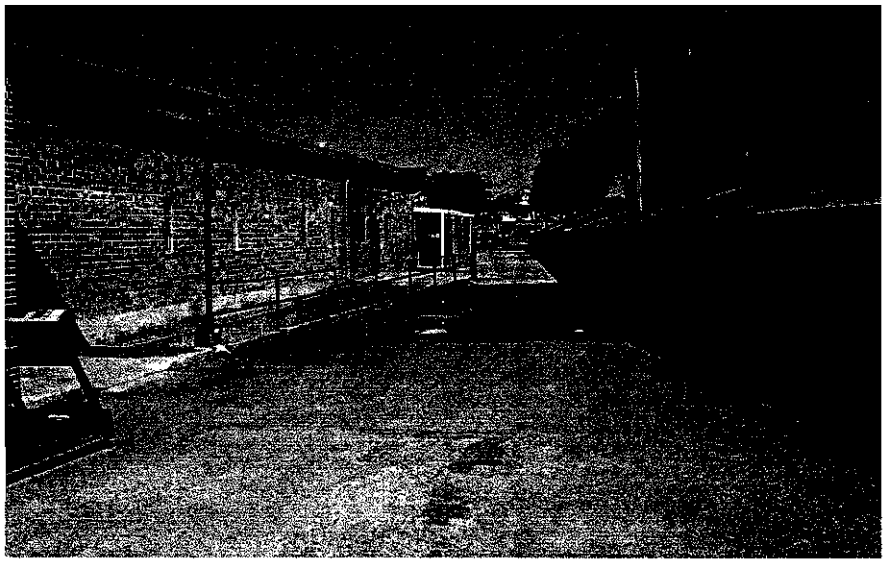
View looking West from the front of the Rogers Avenue Station



View of the South side of the Rogers Avenue Station



South View from the Rogers Avenue Station



Back view of Fort Smith Rogers Avenue Station-faces East

East View from the Back of the Rogers Avenue Station

The View North of the Rogers Ave Station is of the businesses located in the strip mall.

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ITEM NO. 14
PAGE 1

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

November, 2009

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change to the local service in your area. The change is tentative at this time and will not lead to a formal proposal unless we conclude it will provide a maximum degree of regular and effective service.

This change is being considered due to the serious condition the Postal Service finds itself. Last year mail volume fell by 9.5 billion pieces to a total of 203 billion pieces. This year mail volume is projected to fall by 28 billion pieces, to a total of 175 billion pieces. With the significant loss of mail volume, the Postal Service is reviewing every facet of its operation.

The change being considered is the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station at 3400 Rogers Avenue and the Fort Smith South Fort Smith Station at 5200 South 32nd Street into nearby Postal facilities.

In your area, besides the two stations listed above, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

Your feedback is important to us as we consider how to service the mailing needs of the residents in the most efficient manner possible. Enclosed with this letter is a questionnaire.

Please complete the questionnaire and return it to us in the pre-addressed envelope provided. **All questionnaires must be received by the Consumer Affairs Office by November 24, 2009.**

If you have any questions, you may contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

Enclosures: Questionnaire and return envelope

420 Natural Resources Dr.
Little Rock AR 72205-9631
Phone 501-228-4283
FAX: 501-228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☐

If yes, which offices: _____

_____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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Note to File.

Questionnaires were inadvertently sent out with the wrong station name on them for Fort Smith Rogers Avenue Station.

Consumer affairs caught the mistake and on Saturday Nov 14 placed new questionnaires and notices in the customers PO Boxes.

UNITED STATES POSTAL SERVICE™

CONSUMER AFFAIRS / CLAIMS OFFICE
) NATURAL RESOURCES DR
TLE ROCK AR 72205-9631

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ITEM NO. 14
PAGE 5

FIRST-CLASS MAIL
POSTAGE & FEES PAID
U.S.P.S.
PERMIT NO. G-10

NOTICE

The Postal Service recently mailed out letters and questionnaires to customers in the 72913 ZIP Code Area. On Question #1 of the questionnaire, the incorrect station name is listed. The correct station listed should be the Fort Smith Rogers Avenue Station. We apologize for this oversight. This questionnaire is for the Fort Smith Rogers Avenue Station.

If you have additional questions, please contact the Consumer Affairs Office at 501-228-4283.

POSTAL CUSTOMER

UNITED STATES POSTAL SERVICE™

CONSUMER AFFAIRS / CLAIMS OFFICE
420 NATURAL RESOURCES DR
LITTLE ROCK AR 72205-9631

FIRST-CLASS MAIL
POSTAGE & FEES PAID
U.S.P.S.
PERMIT NO. G-10

NOTICE

The Postal Service recently mailed out letters and questionnaires to customers in the 72913 ZIP Code Area. On Question #1 of the questionnaire, the incorrect station name is listed. The correct station listed should be the Fort Smith Rogers Avenue Station. We apologize for this oversight. This questionnaire is for the Fort Smith Rogers Avenue Station.

ou have additional questions, please contact the
onsumer Affairs Office at 501-228-4283.

POSTAL CUSTOMER

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

November, 2009

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change to the local service in your area. The change is tentative at this time and will not lead to a formal proposal unless we conclude it will provide a maximum degree of regular and effective service.

This change is being considered due to the serious condition the Postal Service finds itself. Last year mail volume fell by 9.5 billion pieces to a total of 203 billion pieces. This year mail volume is projected to fall by 28 billion pieces, to a total of 175 billion pieces. With the significant loss of mail volume, the Postal Service is reviewing every facet of its operation.

The change being considered is the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station at 3400 Rogers Avenue and the Fort Smith South Fort Smith Station at 5200 South 32nd Street into nearby Postal facilities.

In your area, besides the two stations listed above, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

Your feedback is important to us as we consider how to service the mailing needs of the residents in the most efficient manner possible. Enclosed with this letter is a questionnaire.

Please complete the questionnaire and return it to us in the pre-addressed envelope provided. **All questionnaires must be received by the Consumer Affairs Office by November 24, 2009.**

If you have any questions, you may contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

Enclosures: Questionnaire and return envelope

420 Natural Resources Dr.
Little Rock AR 72205-9631
Phone 501-228-4283
FAX: 501-228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the Rogers Avenue Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☐

If yes, which offices: _____

_____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

- Public Notice -

Postal Customers in ZIP Code Area 72913

Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers. The Postal Service receives no operational subsidy from taxes. Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently.

Accordingly, we are considering consolidation of retail and delivery operations at the Fort Smith Rogers Avenue Station, located at 3400 Rogers Avenue.

Retail services, including post office box rental, now provided at the Fort Smith Rogers Avenue Station would move to the Fort Smith Downtown Station located at 1020 Garrison Ave.

Mail pickup of parcel and signature items would move to the Fort Smith Downtown Station located at 1020 Garrison Ave.

The Postal Service operates to serve our customers. We value your opinions during this review process.

You may provide your written comments to the address below by **November 24, 2009**, or visit the Fort Smith Rogers Avenue located at 3400 Rogers Avenue to request a customer questionnaire.

Customers receiving mail delivery in the 72913 ZIP Code Area will be receiving a customer questionnaire at their mailing address.

Thank you for working with us to ensure the continuation of reliable, timely, efficient and affordable service.

Consumer Affairs Office
420 Natural Resources Drive
Little Rock AR 72205-9631

Routing Slip

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To	Dept., Office or Room No.	Approval
1. To the official record		___ Signature ___ Comment ___ See Me ___ As Requested ___ Information ___ Read and Return ___ Read and File ___ Necessary Action ___ Investigate ___ Recommendation ___ Prepare Reply
2.		
3.		
4.		
5.		
6.		

From:

Date:

Extension

Room No.

Remarks

Was unable to respond to the questionnaire. No return address was listed.

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Av. Station.

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

I much prefer the Rogers Av. Station to do my postal business. The parking is ample, the people are friendly and its location is convenient.

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

I would be forces to drive much further, using more gas and costing me more money if this station is closed. You already closed the most convenient one is my neighborhood at 46th & Rogers.

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

Name: [redacted]

Addres

Teleph

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

None

V

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers PW Station.

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

Do not close

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

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

Name: [redacted]

Address:

Telephon

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This error makes the results of this survey VOID - IT should be re-submitted!

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Station 3400 Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Sports in Fayetteville, AR

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑ Not if I had to Take a different route That bypassed Them

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave Station Station.

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

If the 3400 Rogers Ave Station closes, I would be forced to drive 30 min out of my route to work to retrieve my mail from our PO Box. I would not continue to have a PO Box & would use all other means possible to avoid a Trip to the post office. FedEx & Ups are right on my way To work & would be a convenier substitute for a lot of my business.

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

The 3400 Rogers Ave. Station is in a great Central Location for a lot of businesses on Rogers Ave. (the Busiest street in town.) I am sure the Coffee Shop 1 block away would suffer from the closure. Why would you even consider closing a station in the heart of the business area?

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

Name: [redacted]

Addres

Teleph

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

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

Yes ☒ No ☐

If yes, which offices: Ft. Smith Downtown Station

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

~~Shopping~~ ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

NONE

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ ? No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

I would just hate it.
I am a old person.

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☑ No ☐

If yes, which offices: S. 74 ST.

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

It would be a great inconvience for me to go elsewhere on a regular basis.

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

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

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers
~~5200 S. 32nd~~

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: FT. SMITH DOWNTOWN

I USE FT SMITH ROGERS AVE @ 3400

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community? @ 3400 ROGERS AVE

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: FT. SMITH General Mail Facility

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

Shopping ☐

Personal needs ☑ NORTH WEST ARKANSAS

Banking ☐

Employment ☐

Social needs ☐

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fort Smith, Rogers, Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Downtown or Fianna Stations

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

Shopping ☑ Promenade in NW Arkansas

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☑ Traveling for fun or to visit relatives

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

None for me personally - I live on South side of Town

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☑	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☑ No ☐

If yes, which offices: [illegible]

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

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

less access
I would have to
travel
longer distance

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

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

Name: _____
(please

Address: _____

Telephone number: _____

[redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Nayess

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☐

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☑ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the South Station.

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

Do Not Close Station.

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: 11-13-09

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Moyers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☑ No ☐

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Rogers Ave Station
3400 Rogers Avenue
Fort Smith 72913

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

none

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐ on occasion	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ I rarely leave
Personal needs ☐ Ft. Smith —
Banking ☐ because of present
Employment ☐ circumstances
Social needs ☐

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

We are a local Dentist office and use this post office location every week if not daily.
Thanks

UNITED STATES POSTAL SERVICE

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Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☒

If yes, which offices: _____

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

Shopping ☑ Manson, Tulsa, ?

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ Everywhere

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☑ Everywhere

N

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

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

I consistently use this P.O. and would have to drive many more miles to another station. Many elderly people use this station as well and it's difficult for them to travel further.

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

You're losing your sense of community if you close this station. What's happening to America?
I'll be heading to Federal Express to mail packages if this closes.

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

Name: [redacted]

Address: [redacted]

Telephone numb[redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Lowers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: 74th Street

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fort Smith Kearny Pvc. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☐ Once in awhile
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ Once in awhile
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Fianna Hill - once a week.

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

Shopping ☒ wal-mart & mall

Personal needs ☒ " "

Banking ☒ " "

Employment ☒ " "

Social needs ☒ " "

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

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

This post office is in a safe, clean, + good location. Lots of parking. Close to stores + the park. Very handy for young + old folk.

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

Please don't close this post office. Thanks.

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Huron, Pleasant Ridge

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

Shopping ☐ no –

Personal needs ☐ no –

Banking ☐ no –

Employment ☐ no –

Social needs ☐ no –

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: 7th

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☑ Phoenix

Employment ☐ Rot

Social needs ☑ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ Central Mall

Personal needs ☐

Banking ☑ Rogers Ave (Arvest)

Employment ☑ St Scholastica

Social needs ☐

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephon [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☑	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☑	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: 79th Street

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

Convenient to my work

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ NW AR

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

Convenience is a priority + this postal service station is most important. The area surrounding this station is in need of this facility

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

Name: [redacted]

Address: [redacted]

Telephon[redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☒	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☐

If yes, which offices: no - this is the most convenient

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

Shopping ☐ all in Ft. Smith

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

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UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

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

Keep this post office open!

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☒	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☐

If yes, which offices: no - this is the most convenient

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

Shopping ☐ all in Ft. Smith

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

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

Keep this post office open!

For additional comments, please add on a seperate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

my place of business is next to Rogers Ave branch.
It would be very inconvenient for me if it was closed.

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

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

Name: [redacted]

Addres [redacted]

Teleph [redacted]

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

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

Yes ☒ No ☐

If yes, which offices: Market Trace

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4 Do you currently use local businesses in the community?

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Van Buren, Family

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Ft. Smith General Mail South 74th
Rogers Avenue Station 3100 Rogers Ave

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☑ Tulsa

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ 3400 Rogers Ave FSM Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐ sometimes

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: 3318 74th

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

3400 is a convenience location and ~~because~~ serves as well for 2 P.O. Boxes. recommend 10% salary reduction for all postal workers & leave all stations open.

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ ~~No~~ ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ FS Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☑	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ FS

Social needs ☐ _____

37

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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UNITED STATES POSTAL SERVICE

Current address [redacted]

Postal Customer Questionnaire only go downtown once a month for helping with free lunches at St John

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ go past Park Ave for work &
Personal needs ☐ personal needs, banking at
Banking ☐ Rogers + 4th, Neighborhood mkt for
Employment ☐ groceries + the mall, Central
Social needs ☐ Presbyterian Church, go Free Ferry to St Edwards

Convenient for elderly in the area

28

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: Van Buren post office, but I like the Rogers Ave Station

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

Shopping ☐ all in

Personal needs ☐ Ft. Smith

Banking ☐

Employment ☐

Social needs ☐

59

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station

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

Super inconvience if Rogers Ave Postal Closes

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

I'd like the Quick, convient, dependable service you recive at this post office - Thank you!!

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

Name: [redacted]

Address:

Telephon

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☑ _____

Social needs ☑ _____

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ~~Rogers~~ Regional Station.

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

would be extremely inconvient to drive across town.

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

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

Name: [redacted]

Address

Telepho

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☑ _____

Employment ☑ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ unsettle No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

Courtesy is appreciated from the patrons of the post office in jeopardy.

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

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

GIRLS SHELTER
2600 RALEIGH ST
FORT SMITH AR 72901-8142

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☑ No ☐

If yes, which offices: 94th Street - always really busy - long lines

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☑ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

I use both these stations regularly. I would really hate to lose either of them. Our P.O. Box is at Rogers Station.

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

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

Name: Chris Shelter
(please print your name)

Address: 2600 Raleigh

Telephone number: 479 [redacted] 646-0444 Date: 11-19-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

POSTAL CUSTOMER
2115 S R ST
FORT SMITH AR 72901-5725

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Rogers Av.

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

Shopping ☐ Wal-Mart

Personal needs ☐ Wal-Mart

Banking ☐ Arvest

Employment ☐ Self

Social needs ☐ none

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ maybe No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

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

We have a postoffice box there - a business box
It would be very difficult to change ~~our~~
our Address to everyone that sends us mail
The postoffice is just down the street for us &
it would be out of our way to go somewhere el:

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

The businesses that are by the post office

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

Name: Mushroom Management LLC, Srygly Foti Properties Cambridge Apts & Heritage Lane Apts Sondra Foti
(please print your name)

Address: P.O. Box 3521 - 2917 Old Greenwood Rd Ste 4

Telephone number: 479 646-6401 Date: 11-18-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	OCCASIONALLY
a. Buying stamps HAVE POSTAGE METER	☐	☐	☐	☐	☒
b. Mailing letters	☒	☐	☐	☐	
c. Mailing parcels	☐	☐	☒	☐	
d. Picking up Post Office box mail	☒	☐	☐	☐	
e. Buying money orders	☐	☐	☐	☒	
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐	
g. Sending Express Mail	☐	☐	☐	☒ → THE ONE TIME I SENT EXPRESS MAIL TO OKLA CITY OK — TOOK TWO WEEKS TO GET THERE.	

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ SOME SHOPPING BY CATALOGES, THE REST IN-TOWN

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 34TH ST + ROGERS Station.

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

CLOSING WOULD BE A REAL BURDEN AS HAVE A LARGER BOX + GET A LOT OF MAIL + CATALOGS. — P.O. BOX MAILING IS SAFER. PO BOX IS CLOSE TO HOME + 74TH IS TOO FAR AWAY, TOO MUCH TRAFFIC + DOWNTOWN DOESN'T HAVE ANY ROOM!
WILL BE A REAL BURDEN ON YOUR POSTAL CARRIERS TO HAVE TO DELIVER ALL MY MAIL TO STREET ADDRESS.

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

~~HAVING~~ SENDING MAIL TO FAYETTEVILLE, AR. FOR SORTING IS REALLY, REALLY, STUPID + NOT EVEN ECONOMICALLY PRUDENT. — AND PROBABLY DELAYS DELIVERY → THEY SHUT DOWN EVERTHING WHEN ICE + SNOW HITS UP ~~THERE~~ THERE — HERE THE AIR PORT + INTERSTATE IS CLOSE TO 74TH ST. STATION + HAVE NO MOUNTAINS TO CLIMB. — EVEN AIR PORT IS OUT IN THE BOONIES IN FAYETTEVILLE, AR. AREA.

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

Name: [redacted]

Address: [redacted]

Telephone: [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

SET FREE PRISON MINISTRIES
1400 S 17TH ST
FORT SMITH AR 72901-5552

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

For Fort Smith Rogers Ave. Station

72913

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☑ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station Station.

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

Set free prison Ministries send out about 1000 Bible Correspondance Courses a month to people who are prision - Using 72913 zip Code We have had this zip code since 1987. We also have about $1000 worth of postage paid envelope* postage paid enrollment cards that has this same zip code.

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

This Post office: Fort Smith Rogers Avenue Station is very convenient for us
Also a Branch Bank is in the Area

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

Name: James M. Scoggins; Lenora Scoggins
(please print your name)
Directors of Set Free Prision Ministries
Address: 1400 S. 17th St.

Telephone number: 783-3457 Date: 11-19-2009

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UNITED STATES POSTAL SERVICE

Fort Smith Rogers Ave Station.

72913

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☑ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

Set Free Prison Minestries Send about 1000 Bible Correspondence Courses a month to people who are in prision using 72913 zip code.
We have had this zip code since 1987.
We also have about $1000 worth of Postage paid envelopes and enrollment cards with this zip code

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

We would have to go to a Postoffice a couple of miles the other way if this one is closed - now we can stop when we are on our way to shopping, ect.
We Bank at the Bank in in area too

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

Name: James M. Scoggins + Lenora Scoggins
(please print your name)
Directors of Set Free Prison Minestries
Address: 1400 S. 17th St ~~Fort~~ Fort Smith,
Telephone number: 783-3457 Date: 11-19-2009

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

IMWELL HEALTH
PO BOX 3571
FORT SMITH AR 72913-3571

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the South Fs Station.

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

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

WE ARE A BUSINESS in the AREA And all our Stationary, Advertisements, etc. have our P.O. Box # on them. If we ARE Moved, we need to keep the SAME box #.

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

Name: IMWELL Health
(please print your name)

Address: P.O. Box 3571 FSAR

Telephone number: 479-434-3333 Date: 10/18/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

JERRY BURNETT / ELECTRO SYSTEMS
PO BOX 3711
FORT SMITH AR 72913-3711

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ ROGERS AVE Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: NONE ARE CONVIENIENT TO PLACES I TRAVEL

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

Shopping ☒ ROGERS AVE - GRAND AVE - ROGERS AVE CENTRAL MALL

Personal needs ☒ ROGERS/GREENWOOD AVE

Banking ☒ 4TH & ROGERS

Employment ☒ SELF

Social needs ☐ —

49

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE. Station.

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

IF CLOSED IT IS A MAJOR PROBLEM AS PEOPLE ALL OVER THE WORLD HAVE BUSINESS ADDRESS ON FILE WHO WOULD BE IMPOSSIBLE TO CONTACT FOR CHANGE AND IS LISTED ON HUNDREDS OF SITES THAT WOULD MAKE IMPOSSIBLE TO BE CONTACTED SAME REASONS FOR PERSONAL — PEOPLE AND FRIENDS/RELATIVES THAT HAVE ADDRESS THAT WOULD NEVER KNOW.

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

IT'S NEARBY AND OFTEN WALK TO PICK UP MAIL
THE OTHER LOCATIONS ARE NOT IN OPTION
FOR SECURITY REASONS I DON'T WANT TO
GET MAIL AT HOME

I HAVE USED MAIL BOX DEL SINCE
1954 WHEREVER I LIVED OR WHEN
TRAVELING. IT'S SAFE FOR CHECKS OR
IMPORTANT MAIL WHEN OUT OF TOWN

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

Name: JERRY BURNETT / ELECTRO SYSTEMS
(please print your name)

Address: BOX 3711 FT. SMITH, AR 72913-3711

Telephone number: 479-629-6012 Date: 11-17-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Dollar General - Beside Station

Personal needs ☐ _____

Banking ☒ Rivertown FCU - Close to Station

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

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

Would not be able to check mail as often.

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

I feel that the Rogers Ave. Station is the best maintained Station in Iowa. I would hate to see them close.

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Fianna Hills

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

Shopping ☒ Fayetteville, Rogers, LR, Tulsa

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

The only issue I would have is having to change my PO Box# + Zip. Checks, envelopes, letterhead business cards, website - all would have to be changed + would be time consuming + expensive. Additional inconvenience of notifying customers. If we could keep same Box + Zip, The Fianna Hills branch would actually be more convenient.

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

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

Name: Pam Robertson Group Purchasing Advantage
(please print your name)

Address: PO Box 6270 Ft Smith AR 72908

Telephone number: 479-646-8100 Date: 11-23-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
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Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Southside Station.

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

This facility makes it more easily available for us to pick up mail between our business location and our bank.
I know large volume manufacturing mailing is done at this location.

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

The customers would have to drive a considerable distance to mail or pick up their mail daily

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 1de

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

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

Yes ☑ No ☐

If yes, which offices: FORT SMITH FIAHNA

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the SOUTH Station.

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

CLOSE
CONVENIENT
PERSONABLE
HISTORY
GREAT SERVICE
GREAT PEOPLE

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

STATED ABOVE

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

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 167

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

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

~~[illegible]~~ INCONVIENIENT.

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 69

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	■	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

NONE

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the PARK PLAZA Station.

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

I WOULD HATE FOR THE BRANCH TO CLOSE – VERY INCONVENIENT TO GO TO ANOTHER BRANCH. WOULD USE FED EX OR USP TO MAIL PACKAGES

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

THE PARK PLAZA LOCATION IS A VERY CENTRAL LOCATION IN FORT SMITH

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	■	☐
b. Mailing letters	☐	■	☐	☐
c. Mailing parcels	☐	☐	☐	☐ occasionally
d. Picking up Post Office box mail	☐	■	☐	☐ 2-3X A WEEK
e. Buying money orders	☐	☐	☐	■
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	■
g. Sending Express Mail	☐	☐	☐	■

Other postal services:

a. Entering permit mailings Yes ☐ No ■

b. Resetting/using postage meter Yes ☐ No ■

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

Yes ☐ No ■

If yes, which offices: _____

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

Shopping ■ Ctr Mall + Quarry Mall

Personal needs ■ Dr Office on Dodson + Spanko Mach

Banking ■ Rogers Ave at Park Plaza

Employment ☐

Social needs ☐

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I LIVE AT 4801 ROGERS AVE. I DON'T DRIVE VERY MUCH DUE TO VISION DEGENERATION. I GO TO ROGERS STATION AT PARK PLAZA DUE TO CLOSE PROXIMITY TO MY HOME. VERY SAFELY DO I GO NEAR DOWNTOWN OR 74th

UNITED STATES
POSTAL SERVICE

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

Yes ■ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ■ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers AVE Station.

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

I WOULD HAVE TO TRAVEL FURTHER IN VERY CONGESTED TRAFFIC.
I PROBABLY WOULD ASK MY HOME MAIL DELIVERY PERSON TO TAKE MORE OF MY MAIL.
I WOULD PROBABLY HAVE TO DROP MY P.O. BOX WHICH I PRIMARILY use for important mail like insurance and Banking materials.

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

I propose that you could have a mail facility more centrally located like: combine mid land and Rogers Unit and move them around the mid Grand avenue Area such as the 30 to 50th street area.

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☒	☒	☐
b. Mailing letters	☒	☒	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☒	☒	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the FTSBA Station.

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

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

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

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

would make it difficult to mail certified letters, purchase stamps in volume and receive mail in my post office box, if I had to travel to a different station that is too far from my office.

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

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

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐
Personal needs ☐
Banking ☐
Employment ☐
Social needs ☐

All of the needs are with in 3-5 min of my home. This post office closing would make the only thing I have to drive farther for is my mail.

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rosen Station.

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

I love driving right down the street to get my mail. I have had my PO Box for 3 yrs there due to the proximity. I hope very much this Post office stays open.

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

HARMON OIL AND GAS CO
PO BOX 5875
FORT SMITH AR 72913-5875

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
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10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~[illegible]~~ Fort Smith Station Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Fort Smith Main Branch on 74th Street + Fort Smith Downtown

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UO

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Fs. Rogers Ave Station.

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

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

Forcing our business to change mailing address would be very expensive and potential loss of income to our company. The cost of replacing stationery, reprinting checks and deposit slips is very expensive, but most of all the act of changing address will affect the receipt of royalty checks which is our sole income. Any change will cause Oil Companies to stop our checks and it takes several months to start them back up. Even if our postal box is at a different location PLEASE Keep the address including zip the same.

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

Name: Harmon Oil & Gas Co. - Suzanne Swofford
(please print your name)

Address: PO Box 5895 Fort Smith, AR 72913

Telephone number: 479-484-5740 ext. 241 Date: 11-19-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

Delay in receiving mail
Delay in mail being going out
especially checks for paying bills

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

I use this post office because
of its convenient location

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

Name: [redacted]

Addres[redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Fort Smith AR 72908
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Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Harrison Ave

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

Shopping ☐ Several different Store

Personal needs ☐

Banking ☐ Greenwood Rd

Employment ☐ retired

Social needs ☐

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Fort Smith Midland Station

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	Occasionally
a. Buying stamps	☐	☐	☑	☐	☐
b. Mailing letters	☐	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: But USED to pass one on 74th St.

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

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3100 Wirsing Ave
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8:00 am – 4:30 pm
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Closed (S)

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1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Central Mall - up the road

Personal needs ☒ Wal-Mart - down the Street

Banking ☒ Regions - down the Street.

Employment ☐

Social needs ☐

Most everything is around this Post Office.

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 72913 Station.

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

I would have to drive out of my way to go to another location. Not to mention having to forward all of our mail.

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

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 9C

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/226-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

3400 Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ _____

UP

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

I believe it would hurt a lot of Customers who shop in the area

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

It is close to our homes & the Creekmore Park Area - also the Dollar General which I shop at frequently.

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

Name: [redacted]

Addres[redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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Closed (S)

Fort Smith Midland Station
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8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☑ _____

67

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

3400 Rogers Ave.

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☑	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

16

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

I'm disabled. This P.O. is close to my home and is very handy for me. Having to go to another P.O. would be very inconvenient and a big Problem.

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

This post office is need badly due to the convenient location, not just for myself but the neighborhood as an entirety.

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

Name:

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
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10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☒	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Neighborhood Mkt. Walmart, Super Ctr. T.J.Max

Personal needs ☒

Banking ☒ 1st Nat'l, Mall

Employment ☒ So. Garrison St. 72903

Social needs ☒ All over Ft. Smith

6.4

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Park Plaza Station.

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

It is so convenient for me. I love the up to door parking; feel safe as a woman entering early or after hrs.
It would be difficult for me to go to any other post office on a daily basis to ck. my mail.

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

Please don't close this location!

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

FORT SMITH NOON LIONS CLUB
PO BOX 5057
FORT SMITH AR 72913-5057

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Ft Smith Fianna Station

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

Shopping ☐ NA

Personal needs ☐ NA

Banking ☐ NA

Employment ☐ NA

Social needs ☐ NA

70

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

Moving the box to another location may be unhandy.

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

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

Name: Fort Smith Noon Lions Club - Gail Williams
(please print your name)

Address: P.O. Box 5057 Ft Smith, AR 72913

Telephone number: 479-649-3065 Date: 11-20-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Fort Smith Rogers Station 72913 Station.

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

we pass by this postoffice, stop and do Business making a daily trip to the Nursing House where we Volunteer - It's Very Convenient for us - also the Bank in in the same area -

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

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

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

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1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	~~Never~~ SOME TIMES
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: 74th Post Office

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

Shopping ☒ Wal-Mart

Personal needs ☒ Wal-Mart

Banking ☒ Wal-Mart

Employment ☒ Retired

Social needs ☒ Church

12

UNITED STATES
POSTAL SERVICE

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

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

None

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

None

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

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 105

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

[redacted]

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Occasionally only, NW ARKANSAS

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ Retired

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Regency Ave. Station Station.

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

This post office is near my home; therefore I use it exclusively —

The main office on 74th St. is always crowded, with long lines.

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: N/A

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

Shopping ☐

Personal needs ☐

Banking ☐ None

Employment ☐

Social needs ☐

nu

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

Would go to very, very unsatisfactory after being quite satisfactory.

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

Location of this P.O. is best in this community being in the heart of area of older homes and senior citizens. It is also most convenient for the central business and shopping area. The postal service should remain affordable and accessible for the majority.

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

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8:00 am – 4:30 pm
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ NONE

Employment ☐ _____

Social needs ☐ _____

75

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Bogens Station.

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

AWL OTHER POST OFFICES WOULD REQUIRE A SPECIAL TRIP AS P.O. the DESTINATION. WOULD CAUSE INCREASED EXPENSE,

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

AS A SENIOR CITIZEN I CANNOT EASILY HANDLE THE INCREASED INCONVENIENCE of CLOSING MY NEIGHBORHOOD CENTRAL POST OFFICE.

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

Name: [redacted]

Addres[redacted]

Teleph[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

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3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St.
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: 74th Occasionally - If I go to Aldi's Or to Bailing to Bottons automotive q 3 mon. to have car serviced.

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

Shopping ☒ Neighborhood Market - Wal Mart

Personal needs ☒ " " " " " "

Banking ☒ 32 second Street Bancorpsouth

Employment ☐ Retired

Social needs ☒ Uafs - Church 4100 Grand Ave

16

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

① have to drive further for services
② would take more time out of the way -

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

There are many residents in the area that would be tripping downtown or out to 74th to take care of postal needs -

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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8:00 am – 4:30 pm (M-F)
Closed (S)

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3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 114

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: Rogers Ave Station

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

Shopping ☒ Mall + Talbots

Personal needs ☒ Walmart

Banking ☒ First Nat'l Bank

Employment ☐

Social needs ☐

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

I would have to travel miles to go to the next nearest post office. Gas is getting higher – inconvenience would be terrible!

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

Consider how nice the people are that work at the counter, they never make mistakes always pleasant and cheerful plus so helpful at the main post office ~~the cheerful~~ they are not cheerful or "at much" helpful they lost a pkg to my doctor in Fayetteville (X Ray) & it never was found

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

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8:00 am – 4:30 pm (M-F)
Closed (S)

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Fort Smith Barling Station
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☑ whenever needed	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ ~~Walmart~~

Personal needs ☑ missed the "question"

Banking ☑

Employment ☑

Social needs ☑

18

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

It is so convenient for us & would be a very unfavorable move if we had to go way out to another service. We do a lot of business here and would sure be inconvenienced if it moved. The help is wonderful to us.

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

Please don't close the Rogers Avenue office. It is so handy for so many people. It's always busy. It would work a hardship on us if it closed.

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

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Central Mall - Neighborhood

Personal needs ☒ Big WalMart

Banking ☒ First National

Employment ☐ Home

Social needs ☐ Home

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Creekmore Rogers Avenue Station Station.

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

Time to get to new location. Has used to get to new location. More difficult to get to P.O. because of distance.

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

It is a neighborhood P.O. Rogers avenue is main thoroughfare in City ∴ Keep the P.O where it is - Shorter distance - Less time + gas used.

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

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 119

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~Garth Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: NONE

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE. Station.

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

My Postal service would be bad.
I would start using E-Mail even though Postal service is my 1st choice.

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

With all the portoffices in Arkansas, the ones to close are concentrated in NW Ark. This Appears polotical.

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

I'm 92 years old and stick close to home — I really appreciate having such a nice postal station so near me as I can't walk very far. I send out lots of cards and letters to friends all over the country —

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE. STATION Station.

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

I would have to get postal service from the station down town on 10 st or at the other station on 74 street – The largest part of the population in this area are seniors and few of us use computers & E Mail – we use stamps!

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

Park Lane has always been a very active shopping area – The coffee shop & the Dollar General store are very very busy business and so many of their customers run over to the post office and save gas by not having to drive a long ways to the other ~~pol~~ postal stations.

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

Name: [redacted]

Address:

Telephon

Please do not take away our postal station! Sincerely,

[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

Very seldom do We use another Branch. This Post office is where I do all my Business the others are out of my way.

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

I want my mail to be processed in Fort Smith, Arkansas!

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

52

Name: [redacted]

Addre

Teleph

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ NONE

Employment ☐ _____

Social needs ☐ _____

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

F3

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Cove Station.

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

make daily life more difficult
& cost of driving

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

many friends would be inconvienced
at the loss of this P.O.

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Pogues Ave Station.

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

Closing the Post office on Pogues Ave would create a hardship on me + everyone else

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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10:00 am – 2:00 pm (S)

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Closed (S)

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8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS AVE. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ LITTLE ROCK, AR; TULSA, OK.; DALLAS, TEX.

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ Various Cities in the U.S. for Law and Business

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE. Station.

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

My office and my home are both near this Rogers Ave. Station. My office in particular is close to this Station located on the main Artery of the City of Ft. Smith. My office would be 40 minutes round trip to another Station to the East and 35 minutes to the West. There are no reasonably close Stations N.O. or So.

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

My Law office receive numerous Legal & Financial instruments at my P.O. Box not only for my Firm Law Practice, but also for several Charitable Trusts, Royalty payments to Oil & Gas Partnerships, etc. for which a P.O. Box delivery is necessary and secure. Closure of this station would require a real and major hardship on me and my Business and my Employees.

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

Name: J. MICHAEL SHAW; SHAW LAW FIRM
(please print your name)

Address: 2912 ROGERS AVE., SUITE E, P.O. BOX 2767, FT SMITH, 72913

Telephone number: OFF. 479-484-8229 Date: _____

HOME - 479 - 452 - 0889

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 131

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	yearly
a. Buying stamps	☐	☐	☒	☐	
b. Mailing letters	☐	☒	☐	☐	
c. Mailing parcels	☐	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐	
e. Buying money orders	☐	☐	☐	☒	
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒	

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: I pass a lot of Post offices but I Prefer to stay at Station A. Everybody there is kind, cheerful, helpful, and knowledgable. They are always nice to me.

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

Shopping ☒ Fort Smith (I live 30 miles from Ft. Smith.)

Personal needs ☒ Fort Smith

Banking ☒ Fort Smith

Employment ☐ _____ gb

Social needs ☒ Sometimes Fort Smith

I am told that where I may have to go there are always longlines and few smiles.

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the A Station.

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

See note on back of this sheet.

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

See note on back

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 133

November 25, 2009

[redacted]

Dear Postal Customer:

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The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Downtown

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

Shopping ☑ Dallas, Tulsa

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

87

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 135

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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8:00 am – 4:30 pm (M-F)
Closed (S)

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3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
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Fort Smith AR 72923
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

I HATE CHANGING MY P.O. BOX NUMBER AS I HAVE HAD THE SAME ONE [redacted] FOR [redacted]

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

For additional comments, please add on a separate piece of paper and attach it to this form. [redacted]
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

I HATE CHANGING MY P.O. BOX NUMBER AS I HAVE HAD THE SAME ONE (3703) FOR 20 YEARS

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ Do everything within

Personal needs ☐ my living area

Banking ☐

Employment ☐

Social needs ☐

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 34th St Station.

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

Do NOT allow the "Creekmore Park" Post office to close

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

MOST ALL OF MY NEEDS ARE WITHIN A MILE AREA.

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AV. Station.

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

IT WOULD HAVE DEFINITE UNFAVORABLE EFFECT ON MY POSTAL NEEDS IF THIS STATION CLOSED — WHICH IS APPROX. ONE MILE FROM MY HOME. I NEVER USE THE DOWNTOWN STATION AND VERY SELDOM GET OUT TO THE 74TH ST. STATION. I AM ELDERLY AND DRIVE AS LITTLE AS POSSIBLE.

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

THE ROGERS AV. STATION IS ALWAYS CROWDED WHEN I GO AND THE EMPLOYEES EXTREMELY FRIENDLY — IT'S LIKE A NEIGHBORHOOD PARTY. I ADJUSTED TO THE MOVE SEVERAL YEARS AGO FROM 46TH & ROGERS (I LIVE @ [redacted] BUT CLOSING THIS BRANCH AND CAUSING US TO DRIVE MILES OUT OF OUR WAY IS MOST DISCONCERTING. PLEASE SAVE THIS STATION!

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

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 141

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
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8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

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

Yes ☒ No ☐

If yes, which offices: Midland
3100 Wibsing or
F.S. Downtown

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

(1)

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

Unfavorable. I will have to get a New P.O. Box and this is what I use as my main mail address

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

Is it possible to keep the postboxes ~~but not the~~

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

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

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Closed (S)

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8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: Fort Smith Downtown Station

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

Shopping ☑ Little Rock

Personal needs ☑ recreation - area parks, rural areas

Banking ☐

Employment ☐

Social needs ☐

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogue Station.

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

I would have to move my postal box after only 4 month.

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

It would be useful to station an APC at Rogue Station.

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

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 142

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☒	No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

_____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave. Station.

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

inconvenient - would have to notify all insurance companies, etc of address change.

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

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

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: I go to the main one occasionally

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

Shopping ☑ Sometimes Tulsa Little Rock

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☑ Sometimes Tulsa OK City Little Rock

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UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

Our business P.O. Box is at this station + has been for 26 years. I love the postmasters at the station + the location (5 blocks) from our office. It is always busy with all the customers that depend upon it

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

Please don't close it!

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

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☐ PCC As
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Bogota Avenue Station.

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

I think it would be quite a loss for me personally and for the office where I work. It would be very inconvenient for us all.

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

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

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ Fayetteville

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Address:

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ N/A

Personal needs ☐ N/A

Banking ☐ N/A

Employment ☐ N/A

Social needs ☐ N/A

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UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Av 3400 Station.

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

One of the largest impacts we can foresee with this change would be dependent on whether or not the University's Post Office Box number and zip code will change. It has always been a goal of the University to keep costs affordable to our students, avoid opportunity costs to our staff's time and labor, and to utilize our funds in the most appropriate manner to serve our student's needs. The University has a significant amount of money invested in business cards, envelopes, stationary, letterhead, advertising media, and recruitment materials. It is not practical for us to reorder and restock our inventory. Even if a forwarding method is devised, having the wrong information on our correspondence does not depict the professionalism that is expected of this establishment.

As a secondary concern, we often have items that must be checked in by a USPS representative: certified mail, delivery confirmation, international delivery, etc. An issue we have encountered at the 74th street Post Office (where Ft. Smith's bulk mail center is located) is that there is generally only (Please see attached)

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

The University is a growing and changing organization. With that in mind, we understand that every organization must undergo changes to continue to promote thier success. We are not opposed to adopting to changes, but at the same time, we do not want to occur the costs of those changes or the reflective costs caused by those changes.

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

Name: Chris Flippo Assistant Director of Support Services University of Arkansas - Fort Smith
(please print your name)

Address: 5210 Grand Ave Fort Smith, AR 72904 (PO Box 3649 Fort Smith, AR 72913)

Telephone number: (479)-788-7170 Date: 11-23-09

5-1 continuation:

one customer service representative working at the front desk in the afternoon. Consequently, there is a long line of customers waiting. It is not practical to have to stand in a line for twenty to thirty minutes every afternoon that we have these special items, nor is it practical to travel to two seperate Post Office locations. I can not help but speculate on the increased traffic flow that would be caused by shutting down two other stations in town. It is imperative that the number of Post Office customer representatives at the remaining stations be adequate enough to handle the diverted flows of customers, and that they can process individual and business needs in a timely manner.

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

Would have to go out of my way to take mail to another post office. I take mail in to post office everyday. Closing this branch would be a huge inconvienience

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ Rarely. Twice a year. Usually shop by Post Off.

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

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

I'am a Senior on a budget. Gas prices are high The Location of Rogers Ave Post OFFice is Nearest to my home. Also other business Located by Rogers Ave Post OFFice saves me driving all over town. My beau. shop is by post office. Also The dollar store. I mail my bills bi-weely at this post office.

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

Many seniors use this post office. only post office in this area. I would not drive to other post offices due to Long drive across town in heavy traffic. Please Keep our post office at this Location.

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

Name: [redacted]

Addres [redacted]

Teleph [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

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Closed (S)

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8:00 am – 4:30 pm
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

_____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

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

If Rogers Station Closed, where would I Receive my mail? Currently Receive my mail at Rogers Station PO Box.
I could start using the downtown facility.

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

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

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

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[redacted]

Dear Postal Customer:

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1020 Garrison Ave
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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Addre[redacted]

Telep[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Closed (S)

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Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

FSM

102

UNITED STATES
POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

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

Name: [redacted]

Addre

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

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Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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a. Buying stamps	☐	☒	☐	☐
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c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☒ NEIGHBORHOOD GROCERY

Personal needs ☒ " "

Banking ☒ CORNERSTONE FNB

Employment ☐ RETIRED

Social needs ☒ MOVIES - CENTRAL MALL

103

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

WOULD BE MUCH SLOWER AND VERY INCONVENIENT

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

THIS IS THE BEST POSTAL STATION IN TOWN AND GREAT PEOPLE

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
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UNITED STATES POSTAL SERVICE

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g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

I will Go to Hackett Post Office

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

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Fort Smith AR 72923
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Closed (S)

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1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: 74th AV.

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

Very inconvient for me. we love my little P.O. leave it alone.

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

it really pisses me off!

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

Name: [redacted]

Address: [redacted]

Telephon [redacted]

DOCKET NO. 729/12
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4288

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☒ No ☐

If yes, which offices: Ahna, Van Buren, Mulberry

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

Shopping ☒

Personal needs ☒

Banking ☒

Employment ☒

Social needs ☒

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

I use this particular route Daily
I use this post office, and local
Coffee Shop and Do not want
to go further down Rogers Ave

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

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

Name: [redacted]

Addres

Telepho

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PAGE 178

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Closed (S)

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Closed (S)

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Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ Neighborhood Market, Dollar General

Personal needs ☐ occasionally

Banking ☐ _____

Employment ☐ _____

Social needs ☐ occasionally

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed? maybe

Yes ☒ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

This location is very convenient and I would probably use UPS and not USPS as often if it closes

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

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

Name: [redacted]

Address [redacted]

Telepho [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

[redacted]

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Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

_____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

10

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

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

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

Name: [redacted]

Address

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

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420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

It would be very inconvient for me I would have to travel much farther and would take all my other businesses elsewhere

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

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

Name [redacted]

Addre

Telep

DOCKET NO. 72913
ITEM NO. 16
PAGE 1 of 1

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Manager, Consumer Affairs & Claims

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LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

This is the closest to my home.
As I am getting older, I don't like
to drive across town for everything.

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

Name: [redacted]

Address [redacted]

Telepho[redacted]

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ITEM NO. 16
PAGE 16

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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LITTLE ROCK AR 72205-9631
501/228-4283
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
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e. Buying money orders	☐	☐	☐	☐
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g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☒ No ☐

If yes, which offices: TOWSON AND SO. 74 MIDLAND STATIONS

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

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

MAKING IT HARDER FOR THE ELDER PEOPLE TO USE THE POSTAL SYSTEM WHO LIVE IN THIS AREA.

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

CLOSING STATIONS THAN HAVE BEEN OPEN FOR 10 YEARS OR MORE IS A BAD PRACTICE.

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

Name: [redacted]

Address:

Telephone

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ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

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Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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Postal Services	Daily	Weekly	Monthly	Never
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d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

1/2

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

a lot of inconvience for many local people.

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

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 729B
ITEM NO. 76
PAGE 191

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

11 3

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

Very unfavorable effects on ~~convenience~~ Conenience of services.

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

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
ITEM NO. 14
PAGE 12

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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LITTLE ROCK AR 72205-9631
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FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
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c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

Too far out of my way to go to another location.

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

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ITEM NO. 16
PAGE 164

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

Name: [redacted]

Address: [redacted]

Telephone: [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

Convenience of local post office not usually too long of lines even during the day - which would keep you away longer from my business

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

This neighborhood needs this post office.

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 1 of 1

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 197

November 25, 2009

[redacted]

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Sincerely,

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
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e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

We would have to drive across town for PO

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

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

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 1/6

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the All Stations in Fort Smith that are to be Looked AT Closing

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

This will NOT Solve the post offices problems - We NEED All these STATIONS left open

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

Leases will be paid on these Buildings - + The Employees are very few in each of these locations -

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

Name: [redacted]

Address

Telepho

DOCKET NO. 72913
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Please don't take any of these services from Fort Smith

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
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c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the comm[illegible]

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

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

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

YOU CANT DO THIS TO ME!!!

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

Name: _____ (plea[redacted]

Address: _____ [redacted]

Telephone number: [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 203

November 25, 2009

[redacted]

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LITTLE ROCK AR 72205-9631
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UNITED STATES POSTAL SERVICE

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c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☒ or more	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

closeness to my home
easy to get to it and
the service from the employes!!

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

Best service and
personal in town
good and rapid service
allways

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

Name: [redacted]

Address: [redacted]

Telephone number: _____ Date: _____

DOCKET NO. 72913
ITEM NO. 16
PAGE 204

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 205

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☑ No ☐

If yes, which offices: S 74th street

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Bingo, Cashes - OK

120

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ Maybe No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Park Plaza Station.

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

Downtown too far, S 74th too far traffic heavy both ways

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

P. Plaza Station is convenient to a lot of area Folks!

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

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 206

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

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Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

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

Yes ☐ No ☑

If yes, which offices: _____

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

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ _____

2

UNITED STATES POSTAL SERVICE

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

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

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

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

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

Name: [redacted]

Address

Telepho

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ITEM NO. 76
PAGE 248

DOCKET NO. 72913
ITEM NO. 16
PAGE 209

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

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

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☒ _____

2 2

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I can come here Early on my Way to Work or home hours are right

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 210

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 21

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
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c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☒ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Work 8-5 M-F driving to other Post offices on Lunch Hr - would ~~take~~ TAKE up the whole Lunch Hr.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Several Businesses in close Range of Post office - would be inconvenient for them as well

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

DOCKET NO. 72913
ITEM NO. 10
PAGE 2/2

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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8:00 am – 4:30 pm
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Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☒	☐
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c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☒	☐	☐
g. Sending Express Mail	☒	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers AVE. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

IT IS THE CONVENIENT PLACE NEAR my Home + OFFICE. OTHERS are TOO DISTANT

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is so convenient for many people on their way to + from work. IT MUST remain open

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nun[redacted]

DOCKET NO. 7913
ITEM NO. 16
PAGE 214

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

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Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
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c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Towson / Garrison; Midland

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ Van Buren

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Van Buren

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

DOCKET NO. 72913
ITEM NO. 46
PAGE 216

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Fort Smith AR 72923
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Closed (S)

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Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ ALL LOCAL

Personal needs ☐ "

Banking ☐ "

Employment ☐ "

Social needs ☐ "

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This location is convenient & I know a number of elderly people who live nearby + use this regularly. We would all be very upset if it is closed.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank yo[redacted]

Name: [redacted]

Address: [redacted]

Telephon[redacted]

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ITEM NO. 16
PAGE 218

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We use this P.O. because it was close to us at our time. We moved since then and it is not convenient for us but changing the P.O. Box # also complicates things.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
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8:00 am – 4:30 pm
Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Use of stores near Creekmore Park, which I would not frequent any longer.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

POSTAL CUSTOMER
PO BOX 3446
FORT SMITH AR 72913-3446

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers AR Station

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Midland

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 25, 2009

RIVER VALLEY CEMETERY ASSOC.
3005 TILLES AVE
FORT SMITH AR 72901-3165

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Please Keep our Post office Open.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

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For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: River Valley Cemetery association
(please print your name)

Address: 3005 Tilles

Telephone number: 783-8394 Date: 11-22-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

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8:00 am – 4:30 pm
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

/3/

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers ave. Station.

i. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

There is not another post office close enough for me to use.

ii. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please consider the older Residents who live in this area that uses this Post Office

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank [redacted]

Name: [redacted]

Addres[redacted]

Teleph[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72417
ITEM NO. 16
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

Fort Smith Barling Station
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
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Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: occasionally downtown

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Live about 1 mile away, traffic to 74th st. is terrible. Staff always friendly, helpful.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There's no automated services here. Price of gas should be considered.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

DOCKET NO. 72413
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PAGE 830

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

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8:30 am – 4:30 pm (M-F)
Closed (S)

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1020 Garrison Ave
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Closed (S)

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

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PAGE 232

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☒ No ☐

If yes, which offices: 14th Street

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

13

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Best location for my office staff. I do not go to the post office, I send my assistant.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Best location for my business needs!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Telephe

DOCKET NO. 72913
ITEM NO. 16
PAGE 22

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 330

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping	☒	Ft. Smith
Personal needs	☒	"
Banking	☒	"
Employment	☒	"
Social needs	☒	"

13

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would mail less packages due to the locations of the other branches. They're too far for me to travel!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I visit this branch on my lunch break to mail Ebay packages & other various online sales. I would no longer be able to sell online due to inconvenient postal location

For additional comments, please add on a separate piece of paper and attach it to this form.

Thank you for taking the time to complete this questionnaire.

Name [redacted]

Addre[redacted]

Telep[redacted]

DOCKET NO. 72913
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PAGE 14

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72413
ITEM NO. 46
PAGE 234

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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Closed (S)

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8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping	☐	Ft Smith
Personal needs	☐	"
Banking	☐	"
Employment	☐	"
Social needs	☐	"

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Very long distance to other stations in Ft Smith and they give sorry service

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

You will make a mistake if you close the Rogers ave Station

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72913
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PAGE 235

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Closed (S)

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3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping	☑	FT SMITH
Personal needs	☑	"
Banking	☑	"
Employment	☑	"
Social needs	☑	"

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I LIVE IN LAVACA + WORK IN FORT SMITH. THIS POST OFFICE IS CLOSE TO MY WORK ALLOWING ME TO MAIL LETTERS DAILY. USING ANOTHER POST OFFICE WOULD BE A HARDSHIP AND VERY INCONVINIENT.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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ITEM NO. 16
PAGE 139

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ITEM NO. 16
PAGE 240

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
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8:00 am – 4:30 pm
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

13f

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am a property manager. I mail our statements at this branch twice a month. I rely on this branch to send my statements within a proper time frame. and my landlords rely on me to get their checks & statements to them in a timely manner.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Rogers/Creekmore branch is an important part of my business practices.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Telephe

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

139

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

inconvience for retirees

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank [redacted]

Name: [redacted]

Addres[redacted]

Teleph[redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 244

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ central mall

Personal needs ☑ wal mart

Banking ☑ first national

Employment ☑ central Mall

Social needs ☑ downtown

1/2

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Without Rogers Ave it would be inconvenient

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

DOCKET NO. 72413
ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: downtown

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ harps

Personal needs ☑ walgreens

Banking ☑ Arvest

Employment ☑ Butterfield

Social needs ☐

4. Do you currently use local businesses in the community?

Yes ☐ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Incovenience / love the workers / nice post office friendly workers the best

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you

Name: [redacted]

Address:

Telephone

DOCKET NO.
ITEM NO.
PAGE

7/2/13

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
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Fort Smith Barling Station
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Fort Smith AR 72923
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

it would be an inconvenience

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

DOCKET NO. 72913
ITEM NO. 76
PAGE 2 of 2

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

143

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telephone

DOCKET NO. 72913
ITEM NO. 76
PAGE 251

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 252

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☑ I DON'T LEAVE MY COMMUNITY.

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I AM NOT DOING BUSINESS @ 24TH STREET. WILL USE UPS OR FEDEX

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THIS PART OF TOWN WILL TOTALLY FAIL WITHOUT THIS FACILITY - NO GROCERY STORES, COMPETITIVE RETAIL STORES. DON'T "REDLINE" THIS NEIGHBORHOOD!

For additional comments, please add on a separate piece of paper and attach it to this form.

Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telephone

DOCKET NO. 72913

ITEM NO. 16

PAGE 253

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 46
PAGE 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to drive way out of the way in any direction to conduct my business with the postal service

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would hope our (the customers) opinions matter. This area is a highly residential/business area and we need our local station

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72913
ITEM NO. 11
PAGE ~~235~~

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 250

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
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8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 057

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, ~~which~~ offices: The nearest one is over a mile away - out of the way. Coming from the East it is next to impossible to get to the Downtown branch.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Inconvenience - extra fuel expense & time - from anywhere.
The Rogers Ave station is the easiest of all to get to. It has more parking available than any of the others.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

As a female, I would not frequent either the downtown or Midland branches due to their location - and especially so after hours even going to the drop box.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 258

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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3100 Wirsing Ave
Fort Smith AR 72904
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Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ 3200 Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑ Not often

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Tulsa, Sayetville [What does this have do with my use of a Post Office? This is Random and Not to mail any

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UNITED STATES
POSTAL SERVICE

Do you currently use local businesses in the community?

Yes ☑ No ☐

yes, would you continue to use them if the Station is closed? Has nothing to do with the mail I send or receive.

Yes ☑ No ☐

Following are comments I wish to make concerning the proposed discontinuance of the 3200 Rogers station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I never would go to the downtown station!! No close to where I live too hard to get in and out off-traffic

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I have had my P.O. Box number since 1972 - or 37 years. It will cause great hardship to change all of the mail addressed to a new box number. I am a retired teacher will need to change my address with the Principals Assoc in WA. Insurance, Social Security, Teacher Retirement and many others - beyond my personal mail.

I get NO important mail at my home it takes two days longer and kids mess with the mail sometimes.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 2600

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 26

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: Once a week - 74th St. P.O

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Ft. Smith

Personal needs ☑

Banking ☑

Employment ☑

Social needs ☑

146

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes: ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Av. Station.

I. **Effect on Your Postal Services** Describe any ~~favorable~~ or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

- 10-20 per day (twice) driving time.
- 1-2 gals of gas per day to use other P.O.'s.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

- Loose service time here to lines in P.O.
- Use Rogers Ave station each Fri on way to downtown.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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Fort Smith AR 72903
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10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
PAGE 2 of 2

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

A. Smith Rogers Ave

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ * Work from my home.

Banking ☐ Post office, bank, grocery

Employment ☐ is all within 1 mi. from residence

Social needs ☐ _____

* Box for business & personal use.

* Box & this location customer for over 10 yrs.

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: _____

Address: _____

Telephone num[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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8:00 am – 4:30 pm (M-F)
Closed (S)

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Fort Smith AR 72904
8:00 am – 4:30 pm
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8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 265

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ None - usually all tasks completed

Personal needs ☐ within Fort Smith

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

10

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Rogers Ave Station is located between my home and Walmart - it is very well located for my needs. Should it close - I will have to travel out side my normal commute daily to check mail at PO Box. Very unfavorable change.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would prefer the location continue to operate as is. It meets all my needs.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: _____
(pl[redacted]

Address: _____[redacted]

Telephone numbe[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72413
ITEM NO. 16
PAGE 267

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Rogers Ave Station

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Central Mall on Rogers Ave.

Personal needs ☐

Banking ☐

Employment ☑ Fayetteville and other cities

Social needs ☐

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the South 32nd and Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I own a small buisness in town and several rental properties
I currently live near the South 32nd St. Post Office
and frequently have to go to that station ~~when~~ during
the day it makes matters easier beause of its location.
I also have a PO Box at the Rogers Ave Station I chose
it b/c it was a good central location for the area
I do buisness
and personal work
in. It would
cost me time, valuable time
and some money if you were to
close these stations.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 4

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
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Fort Smith AR 72903
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10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Cost of my travel will increase 50% if my Community Station is Closed. Plus the additional time need to navigate traffic trying to reach a Mail Station outside of my Community.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Do NOT Close our Station!! The Station is adjacent to the quality of life institutions, the library, the City Park and bird Sactuary. The Coffee Shop and Sports Complex.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

152

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☒	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ All are available in my Community

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

In these most difficult Times, The Postal Serve should deliver Superior Service. The Citizens that need the convenient Service, need it now more than ever. Cut Cost if you need, but not at the grass roots and heart of the Service, the Community Stations.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

153

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ None

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Do NOT Close Community Stations. Trim your cost from the top, not at the grass roots of Communities you Serve. The Community Station is the very heart of the postal Service

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

154

Name: [redacted]

Address: [redacted]

Telephone [redacted]

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ All of These are availble in my

Banking ☐ Community.

Employment ☐ _____

Social needs ☐ _____

Post office

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 2/3

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fort Smith Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station. Fort Smith

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If The Fort Smith Rogers Ave Station Is Closed I Would Have To Travel Through More Traffic And Would Go Less. Since The Annoucement Of The Possible Closing Of This Station I Have Been Looking At UPS And FedEx As Alternatives. The General Mail Facility Is Already Over Crowded. My P.O. Box Would Also Move And I Am Told That Would Most Likely Go To The General Mail Facility. The Rogers Ave Station Does A Good Business And Closing It, In My Opinion, Is Wrong.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It Is Hard To Believe That This Station, Which Is Located Centrally, Is Being Considered For Closing. It Is Used By The University + Bookstore As Well As Many Other Businesses And Homeowners. I Never Have Any Problems With Traffic Or Parking. If This Station Is Closed Then These Problems Will Happen At The General Mail Facility Or The Downtown Station. I Understand Cutbacks But I Would Think That The Amount Of Revenue At The Rogers Ave Station Would Be Reason Enough To Keep It Open.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 4

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 5

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Fayetteville + L. R.

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____ 15

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐ Not as much

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave ~~Station.~~

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I live so close I walk to + from
I use it Everyday

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please don't close it!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 4

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 2 of 7

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Rogers & Springdall

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I've had a post office box at this location and have found the people who work, their very polite and helpful. It would take me at least 20 plus minutes to go to the next ~~closeth~~ closest post office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I really need this post office for many years I've worked two jobs and it is close to my home.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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ITEM NO. 10
PAGE 2 of 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 3400 Rogers Ave

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the South Fort Smith Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 5

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☑ _____

Social needs ☑ _____

KY

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the South Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If you close I will no longer keep a post office Box in any area.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is the best post office I've never used one with nicer or more caring Postal workers. For this reason I have been to use them for the past 15 years.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72912
ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 2 of 2

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are a small non-profit serving children with cancer & related blood forming services. An important part of our service is staying in contact with the families we serve - especially when the child is hospitalized or home bound. We regularly sent small gifts, cards, etc. to let them know we haven't forgotten them & care. Closing this station would add ½ to 1 hour to my day. Our P.O. box is located at this station

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There are a number of elderly who live right in this area. I also know that the University of Arkansas at Ft. Smith has a box at this station

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 3318 So 74th St, Fort Smith

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Cost of changing box number
(stationary, billing statements, etc)

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 28

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

IF YOU DROP THIS STATION I WOULD ADD 10-15 MIN ONE WAY APX 12 MI

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ OUT OF STATE

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

101

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the RODGERS Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

this change would add several min (15-20)
& mileage would increase

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 246

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

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Closed (S)

Fort Smith Downtown Station
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Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 269

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

162

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Any Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres [redacted]

Teleph [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 2010

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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2712 Market Trace
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8:00 am – 4:30 pm (M-F)
Closed (S)

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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 291

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☑	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: I would have to travel several miles to reach another location.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

163

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the 72913 Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be very inconvenient to have to change my address, far out of my way to use another P.O. And I would not use the downtown Rogers Ave office. It is extremely hard & dangerous to get in & out of!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The 72913 P.O. is very centrally located, easy to park & access especially since I am handicapped as well.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 2 of 2

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 29 of 32

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Creekmore Park Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I work @ walmart on zero St. and I go down oldgreenwood road to the cancer support house and then creekmore postoffice daily & creekmore closes down I will not use another post office I'll buy my stamps at Wal-Mart and mail from home buy. I'm a cancer patient and won't travel all over town out of my way

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

Thank you!

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
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Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ FORT SMITH ROGERS AVENUE STATION for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒ OCCASIONALLY	☐
g. Sending Express Mail	☐	☐	☐ occasionally	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

16

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Fort Smith Rogers Avenue Postal Station is most advantageous for me. It is the best location to and from all my business, shopping, banking, etc services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 2011

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Closed (S)

Fort Smith Midland Station
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8:00 am – 4:30 pm
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

166

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to go out of my way to collect my mail + would not necessarily be able to get it in a timely manner. Since I do not have a mail receptical at my house, this is a problem for me not to mention the time + frustration of notifying all my contacts + businesses of my new address.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I have used this facility for over 15 years now. My parents + grandparents used it before me. It is a point of reference for people in this community + it would be a shame for it to close.
My place of employment also uses this location daily.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 298

November 25, 2009

[redacted]

Dear Postal Customer:

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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Rogers Ave Sta (3400 Rogers)

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the So. Ft. Smith Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

could lose possible customers, also suppliers. Contact may not be made during the time the p.o. offers forwarded mail service. Any other postal station is too unhandy for ~~many~~ most customers in this area. This station has been a very big part of the "community" for years!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

the hassle and unnecessary (at this time) expense of changing mailing address on company stationery and related documents. Many customers have had mailing address in their files for years, but only make contact on irregular basis. Also true for vendors.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addre[redacted]

Teleph[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 300

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ 3400 Rogers Avenue (see attached) for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒ !

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

I shop locally

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave. Station Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This P.O. is very convenient for me. I am a retired person. I shop + use facilities close to my home. It would be a real hardship for me if the 3400 Rogers Avenue Station is Closed!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The 3400 Rogers Ave. Station is in an area of homes of elderly people who use this P.O. because it is so convenient + they are not subject to the busy Rogers Ave. traffic to travel to other P.O.s

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Av Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Closing down this station would cause me to have to drive further, wait in line longer and deal with unfriendly people at other stations.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is a small community station and I cannot believe closing it would significantly lessen the red ink the postal service has experienced. However it would cause many hardships for the community.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ Tulsa

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to go out of my way

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while ~~traveling to~~ or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

please don't close this station!!

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I regularly mail packages overseas and this is the only post office I can get to during work hours. Have to go to post office to mail international pckgs!!

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

No other centrally located post offices. Have to drive so far!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

POSTAL CUSTOMER
[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Fayetteville

Personal needs ☒ Fayetteville

Banking ☒ Fayetteville

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Losing this office would make it hard to send mail. I would lose impulse purchases on impulse/collectible items.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is one of the few walking communities in our town. Its centrally located. Next to one of our most used parks & coffee shops.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Roland, OK, Downtown Station

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Fort Smith

Personal needs ☑ " "

Banking ☑ " "

Employment ☑ " "

Social needs ☑ Roland + FSM

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Roges AVe Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Roland, OK Station isn't open enough
Downtown " is hard to get into.
Have to walk a long ways
I am disabled

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Roges Ave Station is alway friendly
+ helpful.
Easy Access

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	3 or 4 times a week ☐	☐	☐
c. Mailing parcels	☐	☐	Several times a year ☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	several times a year ☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ Retired

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers avenue Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am a retired person on a fixed income. The closing of this station would be a hardship for me due to the cost of gasoline and putting more miles on my older vehicle.
The Rogers Avenue station is within 10 blocks of my home.
Garrison Avenue station is 2 miles, that I will not use because of the location it is hard to enter or exit.
74th street station is over 4 miles. Midland Blvd station I will not use, because I would have to travel through a dangerous area of town.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

~~I believe the best solution to solve~~ the economic problems of the postal service is to discontinue Saturday mail service, not closing any stations.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 74th St

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ very occasionally, vacations

Personal needs ☒

Banking ☒

Employment ☐

Social needs ☒ occasionally, vacations, family visits

116

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This branch is near my place of business would affect their service.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: _____
(p

Address: _____

Telephone numbe

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Neighborhood Mrkt, Walmart, Mall

Personal needs ☒ Walgreens

Banking ☒ Arvest

Employment ☒ 520 So 14th

Social needs ☒ Hendricks, church - eat out - Rogers Ave.

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Lyons Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be a great inconvenience as I live 2 blocks from here

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is the nicest & most helpful office I've ever used

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: I work near the Garrison Ave Station, but the traffic is VERY difficult to enter and exit the Station, as well as, the line for service is lengthy.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☑ Fayetteville, Bank of America

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Logan Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This station is five blocks from my home. It is the only station within walking distance. This neighborhood has a high usage for this station.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The 74th St. and Garrison Stations would leave 68 blocks that you would have to drive to. DRIVE. This isn't a green way to do things.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This post office is close to my work. We use it on a regular basis for work & personal needs.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Downtown Fort Smith Office

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ only occasionally

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Our postal needs would be inconvenienced greatly. We would have to drive much further. We would miss the postal workers. They are very competent and pleasant.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres [redacted]

Teleph [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We would have to drive much farther to get mail. Inconvient for older persons.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Not a good sign for the City's growth.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	sometimes ☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 332

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This Station is about 1/2 mile from my home. If it closed the people in this area would have to fight the heavy traffic every day and often more than once a day. The nearest Post Office would be about 2 miles away with lots of traffic. A 10-minute round trip would take over 30 minutes. Many people in this area would be adversely affected.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Today with so much concern about energy conservation it would be wise to keep the Rogers Ave. Station open so people in this area wouldn't have to travel as far. The time saved is a big factor also.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

DOCKET NO. 729B
ITEM NO. 10
PAGE 333

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

NCS

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

My Health is poor, + this Postoffice is very good for me.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☒	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Van Buren AR

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Mall

Personal needs ☒ F. Sm.

Banking ☒ Mall

Employment ☒ F Smith

Social needs ☒ "

16

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

don't close our station!! I have to mail for our church / admin every day!

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This station provides the area with very important service - from the well off to the welfare people. It is convienient and always excellent service.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone numb[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☒ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I sometimes have a busy schedule and at this post office I can park close to the door and get in and out in half the time at the others. I live nearby from this post office I would have to drive more to reach the others

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The workers at this post office are very pleasant and do a professional job. They would be greatly missed

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: DOWNTOWN ON GARRISON

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☑ _____

Social needs ☑ _____

181

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ as close as possible

Personal needs ☑ sometimes down town

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

189

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Inconvenience of traveling farther for daily mail pick up & drop off, especially in inclement weather. We pick up & drop off mail every day except Sunday.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The large clientele that the Rogers Ave. Station serves The business in the area of the station and the effect the closing of the station might have on them (decrease in customers, etc.)

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres [redacted]

Teleph [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72413
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the Rogers Ave. station were closed it would mean persons in this area would have to go over to 74th St. which would be very inconvenient for us. I think Fort Smith is big enough city to have this station.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

AV

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☑ really a couple times a year
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Walmart

Personal needs ☑ Church

Banking ☑ Bankcorp South

Employment ☐

Social needs ☑ Downtown

143

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to go either downtown or out by the hospital area for postal needs, since I am right in the middle. Gas usage

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I do postal runs for 2 of my neighbors who can no longer drive.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Mall and Wal-Mart

Personal needs ☐

Banking ☑ Bancorp South

Employment ☐

Social needs ☑ Church - friends houses out to eat once a week or to my daughter's house.

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am 80 years old - I would have to drive 40 blocks to the next post office (I live off of 34th street - a block from the post office) The other post office is downtown and I would have to drive all that traffic I am on a fixed income - and gasoline prices are terrible now.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The other post office I was talking about above is on 74th street. I live in an apartment complex and there is alot of older citizens here that would also be hurt by shutting this post office down. I hope you will consider us.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Fayetteville

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

1/4

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers AR Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have to drive further to either The 74th st. Station or Downtown Station and it is out of my way.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Neither of the other two Post offices has the size or Number I have on my Post office Box

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Downtown

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Tulsa, Chicago, NY

Personal needs ☑ Some Groceries

Banking ☐

Employment ☐

Social needs ☑ Some Trips

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would like to see it stay open but I recognize that business decisions have to be made for the benefit of the whole.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Bayes St. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We use this station for our more business as well as personal postal needs. The service of the staff & convenience of the location is of paramount importance.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The revenue + convenience of this office.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ Van Buren

Social needs ☐ _____

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I do not want my P.O. Box number & zip code to change. If this branch closes I would not mind using another branch, but changing mine & everyone elses mailing information would just be a hassle for everyone involved.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

[redacted]

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

[redacted]

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: 3318 S. 74th Street

3. For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☐ _____

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We would have to drive much farther each day to pick up and send out mail from our post office box.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ N/A

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

I shop & work locally

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

- I use this location all the time

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is a convenient station for me to use for both personal & business reasons.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Fayetteville - Sports & music

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to drive 20 to 30 minutes ~~of~~ out of my way to get to another post office! If I had to do so, I would no longer shop at businesses close to my current (Rogers Ave) post office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Rogers Ave post office is in the center of the busiest business street in Fort Smith & is ALWAYS busy. Why in the world would you even consider closing this facility!? It would make NO sense at all!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

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The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

201

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be more difficult to purchase items + mail items

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Other shops benefit from our coming to the post office

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

20

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would Be Bad, cost me More time and Money

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This Place works well! Has Excellent Staff

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

November, 2009

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change to the local service in your area. The change is tentative at this time and will not lead to a formal proposal unless we conclude it will provide a maximum degree of regular and effective service.

This change is being considered due to the serious condition the Postal Service finds itself. Last year mail volume fell by 9.5 billion pieces to a total of 203 billion pieces. This year mail volume is projected to fall by 28 billion pieces, to a total of 175 billion pieces. With the significant loss of mail volume, the Postal Service is reviewing every facet of its operation.

The change being considered is the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station at 3400 Rogers Avenue and the Fort Smith South Fort Smith Station at 5200 South 32nd Street into nearby Postal facilities.

In your area, besides the two stations listed above, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

Your feedback is important to us as we consider how to service the mailing needs of the residents in the most efficient manner possible. Enclosed with this letter is a questionnaire.

Please complete the questionnaire and return it to us in the pre-addressed envelope provided. **All questionnaires must be received by the Consumer Affairs Office by November 24, 2009.**

If you have any questions, you may contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

Enclosures: Questionnaire and return envelope

420 Natural Resources Dr.
Little Rock AR 72205-9631
Phone 501-228-4283
FAX: 501-228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS AVE. FT. SMITH for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ NONE

Personal needs ☐ "

Banking ☐ "

Employment ☐ "

Social needs ☐ "

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I RECEIVE CHECK PAYMENTS AND CONFIDENTIAL FINANCIAL ACCT. INFO. INTO MY P.O. BOX. I DO NOT WISH TO CHANGE TO THE NEXT CLOSEST POST OFFICE DOWN TOWN, FT. SMITH BUT COULD DO SO. THE ROGERS STATION IS ALSO CLOSE AND CONVENIENT TO THE FORT SMITH LIBRARY (MAIN BRANCH), A CENTRAL FREQUENTED PUBLIC LOCATION FOR MANY PATRONS (NOTHING BETWEEN DWN TOWN AND 78TH ST AND NORTH OR SOUTH FROM THERE). THAT I KNOW OF.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

CAN THE ZIPS BE CONSOLIDATED (72913 WITH 72901) AND P.O. BOX #'S REMAINING UNCHANGED? IF SWAPPED WITH DOWN TOWN?

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

e

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Rogers Ave Post Office

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

204

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

1) Transportation charges will be more
2) I have to move my P.O. Box for 23 years.
3) Last of all, I am not a person for changes.
Why should I pay for upper Boxes. higher Pay

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: _____

_____

_____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

20

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: we have a PO Box at the Rogers Ave Station 3400 Rogers Ave - We use it for

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ tulsa, NWA, Dallas

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☑ tulsa, NWA, Dallas

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Royes Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Business PO Box is there and I will have to have letterhead, envelopes, checks, business cards, all changed as well as notify everyone we do business with - major cost of time & money

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

ARKOMA SERVICES
PO BOX 3166
FORT SMITH AR 72913-3166

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

ARKOMA SERVICES
PO BOX 3166
FORT SMITH AR 72913-3166

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

FORT SMITH ROGERS AVE STA

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: FORT SMITH Fianna STATION

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: ARKOMA SERVICES
(please print your name)

Address: PO BOX 3166 FSA 72913

Telephone number (479) 646.4270 Date: 11/17/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station for each~~ Fort Smith Rogers Avenue Station 3400 Rogers Ave of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have had this PO Box 3444 - for over 40 years
The post office was 1st on North B St - then on
4th and Rogers Ave. This Rogers ~~Ave~~ Station
on 34th is the most convenient for me -
I am happy with the service and the
employees - Myself and others that use this
Post office are most concerned - Please leave
it here -

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 388

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3420 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Would increase inconvenience and miles driven daily.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

210

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ Travel over 4 states

Social needs ☒ " to different events (athletic, social, entertain etc)

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

alot of people both old & young, use this station. It's conveniently located, plenty of parking, and recently remodeled (another government cost). Closing this station would effect many, many people.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Why wasn't there a survey for the Rogers Station @ Creekmore Park?? Just another mis-step by who??

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Rogers Avenue station is very near my home and is
The station where all my business mail is coming (P.O. Box)
It would have a very negative impact on our business to
have our mailing address changed at this time.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

13

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Change to Box -

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the Rogers Ave station is closed, it would be a very inconvenient situation for me. I am disabled + have difficulty in shopping, except by mail; this causes me to receive a large number of packages. I feel much safer with the knowledge that those packages are secure in the post office, + I can pick them up when it is most convenient for me. I also ship packages to other cities; it would be very difficult to drive to any other post office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Having to submit change of address notices to so many retailers, as well as the utilities companies + other usual services, would be extremely tiresome.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 74th Street

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ Retired

Social needs ☒ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Central Mall - Wal Mart

Personal needs ☒ Dr's - Eastside + Sparks.

Banking ☐ NA - My Bank is in OK. City -

Employment ☐ NA - Retired

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

There are numerous elderly people who use the post office. Personally I would need to drive across town to rent a post office box.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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PAGE 403

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

November, 2009

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change to the local service in your area. The change is tentative at this time and will not lead to a formal proposal unless we conclude it will provide a maximum degree of regular and effective service.

This change is being considered due to the serious condition the Postal Service finds itself. Last year mail volume fell by 9.5 billion pieces to a total of 203 billion pieces. This year mail volume is projected to fall by 28 billion pieces, to a total of 175 billion pieces. With the significant loss of mail volume, the Postal Service is reviewing every facet of its operation.

The change being considered is the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station at 3400 Rogers Avenue and the Fort Smith South Fort Smith Station at 5200 South 32nd Street into nearby Postal facilities.

In your area, besides the two stations listed above, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

Your feedback is important to us as we consider how to service the mailing needs of the residents in the most efficient manner possible. Enclosed with this letter is a questionnaire.

Please complete the questionnaire and return it to us in the pre-addressed envelope provided. **All questionnaires must be received by the Consumer Affairs Office by November 24, 2009.**

If you have any questions, you may contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

Enclosures: Questionnaire and return envelope

420 Natural Resources Dr.
Little Rock AR 72205-9631
Phone 501-228-4283
FAX: 501-228-4299

DOCKET NO. 72913
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PAGE 404

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☑ _____

717

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rosar Avenue Station Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This Station is Good for this Area and it Should not be move

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Fayetteville

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

216

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Have had this PO Box 21 years! Have all business correspondence sent through PO Box. With ID theft so common these days, I prefer not to have credit bills, banking info, etc. sent to home address. Comf on 74th is not only further away but traffic is so busy there. Would like to keep current PO Box - Not sure if I'm willing to transfer to another station.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I understand the need but with Post office becoming so obselete, customer services like PO Boxes are a must.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

219

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Do not close

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers
Do not use

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ Retired

Social needs ☑ _____

All near our home

[redacted]

220

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Service would not be as effective - Too much distance -

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The other postal stations are not as convenient as ours.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

on occasions!

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

221

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Post office near Creekmore Park Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Do you realize what it will cost to relocate - plus change all the mail to a new post office box! Please do not close the Post office near Creekmore Park.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

222

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rosemyre Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

unfavorable

Longer travel times + Longer wait in Line
More difficult parking
No familiar faces

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

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ITEM NO. 16
PAGE 4/6

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? leave in Van Buren

Shopping	☒	Ft. Smith Arkansas
Personal needs	☒	" " "
Banking	☒	" " "
Employment	☒	" " "
Social needs	☒	" " "

223

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have used the Post office for 30 years and my business is located at this address

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

this is the most central located Post Office in the business district!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: William E. LEE, JR WEL, L.L.C.
(please print your name)

Address: P.O. Box 3949

Telephone number: 474-1141 Date: 11-13-09
651-2051

ANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ none

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

224

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

very unfavorable due to me having to go out of my way to find another Station - so inconvenient

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ark Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would have to drive to another area which will be very inconvenient.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

~~Consider~~ Consideration for older people. I am almost 69 years old

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

DFTW QUICK FIX
PO BOX 5764
FORT SMITH AR 72913-5764

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

November, 2009

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change to the local service in your area. The change is tentative at this time and will not lead to a formal proposal unless we conclude it will provide a maximum degree of regular and effective service.

This change is being considered due to the serious condition the Postal Service finds itself. Last year mail volume fell by 9.5 billion pieces to a total of 203 billion pieces. This year mail volume is projected to fall by 28 billion pieces, to a total of 175 billion pieces. With the significant loss of mail volume, the Postal Service is reviewing every facet of its operation.

The change being considered is the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station at 3400 Rogers Avenue and the Fort Smith South Fort Smith Station at 5200 South 32nd Street into nearby Postal facilities.

In your area, besides the two stations listed above, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

Your feedback is important to us as we consider how to service the mailing needs of the residents in the most efficient manner possible. Enclosed with this letter is a questionnaire.

Please complete the questionnaire and return it to us in the pre-addressed envelope provided. **All questionnaires must be received by the Consumer Affairs Office by November 24, 2009.**

If you have any questions, you may contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

Enclosures: Questionnaire and return envelope

420 Natural Resources Dr.
Little Rock AR 72205-9631
Phone 501-228-4283
FAX: 501-228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☑ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Roger Avenue Station Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted] CFTW Quick Fix
(please print your name)

Address: P.O. Box 5764

Telephone number: (479)434-2224 Date: 11-18-09

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

It will be one huge pain in the butt if this Post Office closes

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Dr Barry Southerland

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☒ 3-4X week	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐ Ebay	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒ A LOT	☒	☐	☐
g. Sending Express Mail	☐	☒ VARIES	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping – BY EBAY ☐ My car is 4 years old & has 5,600 miles on it I don't go anywhere much anymore

1/2 MILE – Personal needs ☐

Banking – 1/2 MILE ☐ None

2 blocks – Employment ☐

Social needs ☐

N/A Church 100 Feet

227

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to go down heavily congested Rogers ave to another Post Office.

10 + minutes extra or 15

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If you have to close it, close it, but it is going to cause a hardship.

I understand your situation

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

Re: Rogers Ave Post Office Closing

UNITED STATES POSTAL SERVICE

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Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: The closest post office to my house is the Ser. mail facility on 74 St.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Walmart on Rogers Ave

Personal needs ☐ Central mall

Banking ☐ Central mall area

Employment ☐ no – Retired

Social needs ☐

These are all close proximity of the east side where I live.

2-28

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I think the present location is very convenient and is a very busy Post Office. It would be detrimental to close it.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ I do most of my Shopping in Fort Smith

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ I live in Crawford - WORK in Fort Smith.

Social needs ☐ _____

Other ☒ I do 100% of my Personal Postal & Have a Post Office Box at the 3400 Rogers Ave Location/Creekmore Park even though I live in Van Buren.
I used this location for over 16 years. Also [illegible] Business PO Box for 50 years.

229

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It will be a nite mare fighting the traffic to 74th Street twice per day. If we have to Relocate our P.O. Box there. Just Changing the hundreds of customers with our new Box # is unthinkable.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Postage keep's going up but the efficiency hasn't the Clerks were much friendlier two postage hike's ago.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Ft. Smith Rogers Ave Station

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ No

Personal needs ☐ No

Banking ☐ No

Employment ☐ No

Social needs ☐ No

230

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Roger Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We use this PO for all of our business needs. Would mean many changes for us.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Rogers - Tulsa - Dallas

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

231

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Smith Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Inconvenience -
I prefer to use a P.O. Box for business mail - There is no other location convenient to our office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Occasional ~~Never~~
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Probably 3-4 times a year we will mail out 3 to 4,000 lett. at a time

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

NA

232

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

Not the ones the Rogers Ave Station next to i.e. The coffee shop + sandwich shop as it would then be out of my way.

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Rogers Ave station is very convient + we have used the Rogers Ave station for our business for 23 years (Station was moved from 46th + Rogers to present location some time back)

Basically — Convienc to me + Consistency since we have had the same P.O. Box # for over Twenty Years.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I am just Yearful of an interuption of Mail Service To my business — As we recieve anywhere from 30 to 100 pieces of mail per day at our P.O. Box + have had the same P.O. Box # for 23 years.

I understand this is just a business decission by the USPS but There are several other stations that seem to be used less that are not being considered for closing.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name [redacted]

Addre[redacted]

Telep[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 437

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 438

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Fort Smith General Mail Facility
Fort Smith Barling Station

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☑ _____

222

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This facility provides a great level of convenience to small businesses in our area.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 440

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Noyes

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

234

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ HARP'S GROCERY (9 BLOCKS)

Personal needs ☒ DOLLAR GENERAL (NEAR POST OFFICE)

Banking ☒ BANCORP SOUTH (4 BLOCKS)

Employment ☐ HOUSEWIFE

Social needs ☒ CHURCH (SEVERAL BLOCKS)

[redacted]

I DO NOT DRIVE

237

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

BUYING STAMPS + MAILING LETTERS CARDS + BILLS

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THE NEXT POST OFFICE IS AT LEAST 3 MILES AND I DON'T DRIVE.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 444

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ n/a

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

236

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed? not sure

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I live 2 blocks from this station. I use them all the time on my lunch hour. There is not another post office in the area near where I live that is convenient.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The workers here are great. The location is perfectly between Garrison & the 74th St. Station. I really hope they (Rogers Ave) can stay here.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I use this station so often and it is in my neighborhood. So convenient to Creekmore Park where I exercise. It would be very inconvenient to drive to another Post Office. If it closes, I would probably try to use the Internet much more for bill paying, etc.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think by making the Post Office less convenient, people will seek alternatives to the Post Office.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

237

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to go far out of my way to an already overcrowded P.O.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I will be very disappointed should you choose to close this office! There are many senior adults who use the services here! Please don't close it.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☒	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

234

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes [X] No [ ]

If yes, would you continue to use them if the Station is closed?

Yes [ ] No [X]

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I do not want to move my P O Box services to another office

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☒	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to drive several miles to mail letters, monthly bills, stamps.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 454

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 455

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

241

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. We use this office frequently for stamps, packages, certified mail and anything else provide by the Postal Service.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. The office is handy; the employees are friendly and helpful. I don't look forward to going downtown or to the 7th Street office - one way for the Postal Service NOT to improve its financial picture is to NOT have have neighborhood offices.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ OCCASIONALLY – FAYETTEVILLE

Personal needs ☑ "

Banking ☐ LOCAL

Employment ☐ LOCAL

Social needs ☑ "

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

MORE COSTLY — UNFAVORABLE EFFECTS — GASOLINE USED
MORE INCONVENIENT — " "
LESS EFFICIENT — " "
LESS CONFIDENCE IN SERVICE — ROGERS AVE PEOPLE — GOOD ONES, AVERAGE, CAPABLE

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THIS BRANCH IS CONVENIENT + THRIFTY + WISE TO HAVE FOR ALL SMALL BUSINESSMEN + CITIZENS ON THE SOUTH SIDE OF FS. IT SHOULD REMAIN OPEN. LOOK AT YOUR OWN UNPROFITABILITY AS AN ORM OF THE US GOVT, PERSONNEL PAY PRACTICES, INEFFICIENCIES, OVERHIRING ELSEWHERE BEFORE YOU START CLOSING BRANCHES IN FS THAT ARE VITAL TO BUSINESS + CITIZENS. THANKS.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 458

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	■	☐
b. Mailing letters	☐	■	☐	☐
c. Mailing parcels	☐	☐	■	☐
d. Picking up Post Office box mail	■	☐	☐	☐
e. Buying money orders	☐	☐	■	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	☐
g. Sending Express Mail	☐	☐	■	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ■

b. Resetting/using postage meter Yes ☐ No ■

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ■ No ☐

If yes, which offices: ON 74th STREET

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ■ WHEN I LEAVE WORK

Social needs ☐ _____

243

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Roger Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I BEEN USING this STATION FOR YEARS AND I HAVE A BOX THERE IF you CLOSED I HAVE to go though the changes of changing All my Bills, my Job CAUSE my CK AND EVERYthing goes to my P.O. Box ETC. THAT'S A LOT of work trying to change my mailing ADDRESS

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Just the hasser A lot of people will HAVE to go though to change their mailing ADDRESS

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 460

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 461

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

for class reunion but ☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

204

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This station is badly needed for this Area. Many people Are Senior Citizens and have difficulty going elsewhere.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This station is very important and needed for this Area. As stated Above. There Are many, many Senior citizens & Apartments Around.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 116
PAGE 462

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 463

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ NONE

Personal needs ☐ ✓

Banking ☐ ✓

Employment ☐ ✓

Social needs ☐ ✓

2/5

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I ~~wish to~~ make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This PO Station is close to my home and easy to get to. The parking is good, easy in & out! the workers are friendly and helpful.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

this is a PO Station near the Big Creekwood Park & the main library, near a Coffee Shop and a very central & popular area in our Community

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 116
PAGE 464

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 466

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

246

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This is much more convenient and avoids long lines at the main PO. Plus saves me gas!

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 467

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒ or	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Mall / Neighborhood Store / Walgreens

Personal needs ☒ Dr. / Dentist / Walgreens

Banking ☒ 1st National (mall area)

Employment ☐ No.

Social needs ☒ Various

247

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒ Probably not

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The (Rogers ave.) area is convienient for me. To drive to other Post Offices would be too far most of the time.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Befor this P.O. moved to Park Plaza it was at So. 46th & Rogers and was used by my family every day. This is an established neighborhood and people need this convienace. To drive Rogers ave to downtown on So. 74th is very stressful.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 468

November 24, 2009

[redacted]

Dear Postal Customer:

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 469

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

248

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

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Manager, Consumer Affairs & Claims

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LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

245

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Due to physical disability it would be very inconvenient if Rogers Ave Station ~~there~~ was not available

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional c[redacted]
Thank you for t[redacted]

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

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PAGE 477

DOCKET NO. 72913
ITEM NO. 16
PAGE 472

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☒	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ NO

Personal needs ☐ NO

Banking ☐ NO

Employment ☐ NO

Social needs ☐ NO

250

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogue Oak Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This would affect my mailing packages to friends and family + soldiers - I don't drive much so this would cut my mailing down drastically.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is one of the most busy stations I believe.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

DOCKET NO. 72913
ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ some

Banking ☐ _____

Employment ☐ _____

Social needs ☑ some

251

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

- Convenience
- the main post is always busy.
- the service is fast

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: _____
(plea

Address: _____

Telephone number:

[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72713
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Downtown

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Out of town

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☒ Recreational

75%

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ X No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ X No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Very easy access -
Always helpful

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Convenience

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ _____

Social needs ☐ _____

253

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

N/C

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

N/C

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ Silly question

Employment ☐ _____

Social needs ☐ _____

254

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ Fed Ex + UPS No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogersville Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would lead to much more car + gas usage, as the other nearest p.o. stations are quite out of the way. I would use Fed Ex or UPS for all my packages (as they are closer) if this p.o station closes

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please, this is the only p.o. station where the lines move quickly and the personnel are pleasant every time.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Sometimes Tulsa – Fayetteville

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

255

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Roger Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It has more convenient than the other station especially for disabled

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Not to close the office

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? In my community -

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

16

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Park Plaza Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I will have to go to the GMF on 74th or downtown — I go to the post office at least once a week

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I have never recovered from the closing of the Rogers + 46th Station - I still miss it.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

N/A

25

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 116
PAGE 489

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 490

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: My Church, beauty salon, library, doctor, meetings are all in Lower Rogers Ave.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Tulsa

Personal needs ☒ Fayetteville

Banking ☐

Employment ☐

Social needs ☒ Little Rock

250

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ ? No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I use businesses in Park Plaza every week - I need the P.O. as a one stop to these businesses - food, beauty shop, hardware, etc

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

How in the World would the Center of town/east population ever make it out to 74th Street?? (the most popular location for area)

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Yes I do pass others, But I pefer the one at 3400 Rogers Ave. I like the people better.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ At The ~~Dd~~ Store at Park Plaza

Personal needs ☑ work out at the gym next to the postoffice.

Banking ☑

Employment ☑ work at the complex

Social needs ☑ meet my friends here

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I use the post office all the time. otherwise I would have to drive 3 to 5 mi to get stamps Send my box's off this post office is so much better. please don't close

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There Are so many old people That use This post office Because they can walk to it. otherwise They would have so one to drive them. There are Two apartment complex with older people If This postoffice close it would ~~[illegible]~~ Not be good for them.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

2 ✓

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 496

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

NONE

2.0

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Raymond Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Too far to other Post Office.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are older + need services closer.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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PAGE 498

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

26 k

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers AR Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This Post Office provides convenient postal service to local residents. Closing the office would have a negative impact on the community as well as being an inconvenience regarding postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

DOCKET NO. 72913
ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

my PO Box is here!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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ITEM NO. 16
PAGE 501

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of ~~your postal services~~.

Long lines and extra driving on busy streets to main station.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Many in this community use the post office. Don't take it away!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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16
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UNITED STATES
POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

2nd

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

All is good

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

N/A

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
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d. Picking up Post Office box mail	☐	☐	☐	☐
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g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This office services so many in this part of town. It would be a major inconvenience to go to another post office

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: 7th St. - Main

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

266

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

On occasion when needing postal services at the 7th St. P.O. I find the lines to be extremely long at times.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is the geographically most centrally located of all the post offices and in my opinion is more convenient to a greater number of people.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: _____
(please

Address: _____

Telephone number: _____

[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 510

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ N/A

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

267

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave STA. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

CENTRAL LOCATION OF the Rogers Ave ST. is VERY IMPORTANT FOR Those OF US, IN SENIOR STATUS. IT is ABOUT AT The CENTER OF The FORT SMITH TOWN RADIUS, MAKING IT IMPORTANT FOR MANY OF US.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please Keep the OFFICE AT Rogers Ave. open. IT is VITAL TO This LARGE SMA Community. I WOULD personally MAIL MANY EBAY PACKAGES By UPS IF This closes.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 116
PAGE 511

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 512

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Ft. Smith

Personal needs ☐ Ft Smith

Banking ☐ Ft. Smith

Employment ☐ Ft. Smith

Social needs ☐ Ft. Smith

ND

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐ Sometimes

5. Following are comments I wish to make concerning the proposed discontinuance of the Creekmore Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. I work for Area Agency on Ageing. Buying stamps & mailing pkgs, for them is part of my job. I only have one or two hours, with each of them. If I had to go to 74th Street Post Office. Not only wouldn't cost me more money for gas. There would not be enough time to take care of these things for them. Thanks

[redacted]

For additional comments, please add on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 513

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

IF THIS STATION CLOSES I WOULD HAVE TO GO TO THE OFFICE ON 74TH ST.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

GOVERNMENT GREED HAS RUINED THE POSTAL SYSTEM, HOWEVER, I WOULD ALSO CAST COMDEMNATION ON ALL GOVERNMENT. IT IS TRULY SAD THAT THE PUBLIC NEEDS THE SO CALLED GOVERNMENT SERVICES. WHEN I WAS IN KOREA I DREW 78¢ A MONTH. NOW WHAT IS THE PRICE FOR ONE SOLDIER??

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

210

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Rogers Ave. station is very convenient, being only a few blocks from my home and a block from my bank's branch. This convenience would be eliminated if I was required to travel downtown.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The additional service that would be sent the Garrison Ave. station will no doubt cause longer lines and waiting, especially during the Christmas season.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☒	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Neighborhood

Personal needs ☐ "

Banking ☐ "

Employment ☐ "

Social needs ☐ "

271

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am elderly (76 yrs old) and it would be an extreme hardship to travel further. Also, the downtown P.O. is next door to a gay bar, which I consider too dangerous for me.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

74th Station has extremely busy traffic. Rogers Ave. station can be accessed by back streets with little traffic

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ Stay in Community

Banking ☐ _____

Employment ☐ for everything

Social needs ☐ _____

22

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Negative effects if this Station Closed - This is the closest and most convenient Post Office in town.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This office is the most convenient office, it is close to shopping - it is also the best post office because of the layout and the quickness of getting in and out

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Telephc

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 521

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Never leave community!!!

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

213

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

will cause over crowding and longer lines at other stations.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: 74th Street

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

274

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Close to home.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There are allways long lines at the 74st office. That is the reason I use the Rogers Ave station

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Creekmore office

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This Post Office is very close to our office we have about 18 employees at our office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name [redacted]

Addre

Telep

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

~~Yes~~ ☑ No ☑

If yes, which offices: [illegible]

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Ft Smith

Personal needs ☑ Ft Smith

Banking ☐

Employment ☑ Fort Smith

Social needs ☑ Fort Smith

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rosers Ave station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I work by this Post office it ables me to come at lunch or Right after work

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Where I Live I can't get to my Postoffice before it closes. This one works out great for my needs.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name [redacted]

Addre

Telep

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ Rare
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☒	No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 7th & Rogers

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping	☒	
Personal needs	☒	
Banking	☐	
Employment	☐	
Social needs	☒	

ok

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ NW ARK TULSA TEXARKANA TEX

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ SAME AS ABOVE

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This office is much easier to get to
Parking is easier, DROP BOXS ARE HANDIER.
ALSO I pass here 6 DAYS A WEEK

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Dallas, Tulsa, Little Rock, Fayetteville

Personal needs ☒ Dallas, Tulsa

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Dallas, Tulsa, Little Rock, Fayetteville

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to drive to the main post office — a number miles & time consuming

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This station provides a valuable service
Please do not close

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

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Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Barling Maine one

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

To consider all the people for their convience

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Downtown Station.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ All over Fort Smith

Personal needs ☒ "

Banking ☐

Employment ☐ Retired

Social needs ☐

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☒

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Any office change would increase the time I would have to give to same service, + hence more cost to me. My business mail come to the post office (not my home box) + I get a substantial amount of business mail. I like to look at it once a day. — (Investor in Oil + Gas business — Less convenient office would take more time + expense.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres[redacted]

Teleph[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

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Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
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FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ FORT SMITH, AR

Personal needs ☑ FORT SMITH, AR

Banking ☑ FORT SMITH, AR

Employment ☐ RETIRED

Social needs ☑ FORT SMITH, AR

x3

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVENUE Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I WOULD BE FORCED TO REDIRECT MY DAILY TRAVEL ROUTE. THIS WOULD BE VERY INCONVENIENT, AND MORE COSTLY.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

THIS ROGERS AVENUE STATION IS CENTRALLY LOCATED AND HAS EASY ACCESS. I HAVE HAD MY POST OFFICE BOX THERE FOR OVER THIRTY YEARS. THIS INCLUDED TWO DIFFERENT ROGERS AVENUE LOCATIONS. I COULD HAVE MOVED TO OTHER LOCATIONS, BUT NEVER DID BECAUSE THIS LOCATION WAS, AS I STATED, SO CENTRALLY LOCATED. I TRULY HOPE THE DECISION TO CLOSE THIS ROGERS AVENUE LOCATION WILL BE REVERSED. THIS CLOSING WILL WORK A HARDSHIP ON ME AND SO MANY OTHERS.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

(THANK YOU FOR GIVING ME THIS OPPORTUNITY TO EXPRESS MY CONCERNS)

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 547

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 548

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

264

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Change of Po Box # (Same for 30 yrs) would create confusion for our clients.
More fuel and Employee time for postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Credit Service Co (Jack Hood)
(please print your name)

Address: PO Box 3591, 72913 4034 Rogers Ave, Ft Smith, Ar

Telephone number: 479 782 7236 Date: 11-17-09

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Postal Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

255

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If this Post Office is closed it would require that I drive a great distance each day. Our P.O. Box would have to be closed.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Fort Smith-Van Buren Plbg. Apprenticeship School, Betty Stutts, Administrator
(please print your name)

Address: P.O. Box 3237, Fort Smith, AR 72913

Telephone number: 479 783 4723
479 650 9256

Date: 11/18/09

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

IVEY MANAGEMENT
PO BOX 5295
FORT SMITH AR 72913-5295

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Avenue Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

None

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Besides the inconvenience of having to go farther to conduct business, we would have added expense of having stationary, envelopes, invoice printed with new address.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Ivey Management, LLC
(please print your name)

Address: P.O. Box 5295 (72913)

Telephone number: 479-414-9432 Date: 11/18/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

72913

Ft Smith Rogers Ave Station

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Central Mall

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒ Fort Smith Rogers Austin

5. Following are comments I wish to make concerning the proposed discontinuance of the 72913 Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The proposed closure of this branch would cause extra time, money and wear and tear on my vehicles.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The closure of this branch would affect so many in our community. Please leave it open.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

268

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the South Fort Smith Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

unfavorable is the amount of time needed to travel further for daily postage needs. This curtails time better spent in the business office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The shopping center where South Fort Smith Station is located will ~~be~~ suffer the consequences, as the station brings in alot of customers to that shopping center that normally would not shop there.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 76
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? None – All are done locally

Shopping ✓ ☐ _____

Personal needs ✓ ☐ _____

Banking ✓ ☐ _____

Employment ✓ ☐ _____

Social needs ✓ ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the South Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I love the location. It is close + convenient - I can even walk to it. I pick up mail both for my full-time employer and my own self employed business. It will be very inconvenient and costly to have to change my business address again. This is why I purchased a P.O. Box for my business when I moved it to Fort Smith.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Even if you Had To cut the hours (like some of the small towns do) I would hate to see this station close. Maybe just for our P.O. Boxes if you had to cut back - but not to close it completely.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS AVE STATION for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☑ _____

290

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

WOULD BE OF AN INCONVENIENCE SINCE MY P.O. BOX IS AT THIS STATION, IT WOULD BE A HARDSHIP ON ME SINCE I AM AN ELDERLY PERSON.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

LEAVE THIS OFFICE ALONE

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ ROGERS AVE. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. We are a business that has been in Fort Smith for close to 70 years. We employ 80 - 100 people. We are a dealership so therefore accomodate lots of customers daily. Therefore we have lots of pre-printed letterhead stationary, envelopes, repair tickets, parts tickets, car sale papers, stamps Etc. To have to change all of these will be a major, major hassle. This station is the closest to our business. And now you want us to travel a least 3 x's the distance (and longer for other stations) to another station? Very, very inconvenient. Plus going to this station for the last 10 or so years you get to know

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

faces and names. Don't want to lose that.

Just want to emphasize the fact that the other choices are a long distance away or not even in this city.

Please do not close.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Vicky Jones - Randall Ford Inc
(please print your name)

Address: 5500 Rogers Ave / PO Box 3009

Telephone number: 479-452-1311 Date: 11/18/09

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ITEM NO. 16
PAGE 563

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 564

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS AVE STATION for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Fianna Station

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

292

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
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PAGE 565

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 566

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Nayes

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Creekmore Plaza

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

29

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed? ? what does this mean

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I had PO Box 3162 for almost 30 years –
huge effect on my business – changing a mailing address,
why some clients still use the 501 area code and how many
years has that been changed.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 567

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Hayes

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

3400 Rogers
Have Been At This Station
picking up mail For 7 years.
The convenience Is very nice
It handles All my Parents Business
And Bills

5200 So 32nd
My wife And I have A Box
here For [redacted]. It is closest To
The House And was opened For Security
Reasons. You Are Seeking To close
Facilities we do The Most Business With

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

All The other offices you mention Are miles Away
with hard To get To Access off The Road.
As I get older I Drive ~~and~~ less And worry more
About Driving heavily Traveled Roads. Please Do not
Take Away The neighborhood Postal Station

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone n

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

I use the 34th + Rogers Station daily!

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: 5, 74th

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ _____

2nd

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

?

5. Following are comments I wish to make concerning the proposed discontinuance of the 34th Station. Good station Do not close the station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This questionnaire is vague. What do you define as "Community"? City or neighborhood? I do not know how to answer these questions.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒ occasionally	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be a huge inconvenience to me and my business. I have had this post office box number for as long as my business ~~has~~ was formed, 20 years ago.

The expense to my business would be great in more ways than one and other postal locations in our City would be a longer commute. I do not want to see this location close at all!

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Central Mall

Personal needs ☑ Lawa Drug

Banking ☑ Advest

Employment ☑ Lawa Drug store -

Social needs ☑ Downtown.

249

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would make a hardship on a lot of people. Changing Mail box No. and Address. etc -

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would hate to see this post office close. We have used it for About 30 years.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 575

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be out of my way to go to another Post Office

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If consolidation is going to happen, We would like enough advanced notice to change our PO Box to our creditors, doctors, etc.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? We Stay in our Community

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

269

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We use our Neighborhood Post Office daily and would have to go out of our way to do our mailing business if this branch closes.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We hope you decide Not to close it.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 579

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Station Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	■	☐
b. Mailing letters	☐	■	☐	☐
c. Mailing parcels	☐	☐	■	☐
d. Picking up Post Office box mail	■	☐	☐	☐
e. Buying money orders	☐	☐	☐	■
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	☐
g. Sending Express Mail	☐	☐	☐	■

Other postal services:

a. Entering permit mailings Yes ☐ No ■

b. Resetting/using postage meter Yes ☐ No ■

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ■

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ No

Personal needs ☐ No

Banking ☐ No

Employment ☐ No

Social needs ☑ Some Medicare

300

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 580

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Rogers Ave. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ off + on
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Ft. Smith + Poteau

Personal needs ☒ Ft. Smith + Poteau

Banking ☒ Poteau

Employment ☒ Retired

Social needs ☐ _____

30'

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Ft. Smith Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ MALL-Shopping Center

Personal needs ☑ WAL MART

Banking ☑ 1st National

Employment ☐

Social needs ☑ MOVIES, Restuarant

302

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

inconvenient, time consuming if moved

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Page 40

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☑	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ CV's

Personal needs ☑

Banking ☑ Arvest

Employment ☑

Social needs ☑ UA Fort Smith, Creeknore Park, Libary

College

363

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This post office is convient for me, because it is located in an area where I can get my mail. It is easy to drive to this location without going through alot of traffic. This post office meets all my needs, shopping, park, libary, bank, and many more.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☐	☐	☑
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: So 74th Street
& 3400 Rogers

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

304

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☑

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Pagar Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe that if you close this branch it would put too much on the other locations. The waiting line is usually long at the 74th Street location, I most definitely do not want to drive downtown or to Tianna Hills to get my business mail

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers Creek

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☒	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: "By Creekmore Park"

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

Bok

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Good, Friendly Employer at Walker Post office

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For
Tha

Nar

Addr

Tele

[redacted]

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ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ NONE

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

306

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I buy & sell on eBay. I prefer not to leave valuable packages in street mail boxes when I am gone. I probaby will not drive the additional 30-40 daily blocks to one of your alternate locations. I will have to do so to mail packages

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Cutting back on services to postal customers does not seem like the logical way to increase business.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers Ave

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

money in outside ☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: Fianna Hills or 32nd Street are closer for me than the Rogers Station I need to keep the same P.O. Box number for my business

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Tulsa, OK, Fayetteville (once a yr. basis)

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

307

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I need the same 3708 PO Box # to move to Fianna Hills (1st choice) or 32nd street (2nd choice). Unfortunately Fianna Hills is very busy, so they would need more help or an automated stamp/or postal scale + labeling

II. **Other Comments** Please provide any other views ~~or information that you~~ believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form [redacted]
Thank you [redacted]

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
ITEM NO. 116
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 595

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fort Smith 3400 Rogers Ave. Sta for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☒	☐
b. Mailing letters	☒	☒	☒	☐
c. Mailing parcels	☐	☒	☒	☐
d. Picking up Post Office box mail	☒	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☐ if needet

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

~~If yes, which offices~~: I am a 82 year old registered voter & widow, live about 1½ miles from 3400 Rogers Ave, Sta. Dont need to drive out of my comfort zone do all my shopping in the circle, while picking up the mail at the P.O. Box

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ Retired

Social needs ☐ _____

3ok

DOCKET NO. 72913
ITEM NO. 16
PAGE 596

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fort Smith 3400 Rogers Ave, Sta for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☒	☐
b. Mailing letters	☒	☒	☒	☐
c. Mailing parcels	☐	☒	☒	☐
d. Picking up Post Office box mail	☒	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☐ if needet

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

~~If yes, which offices~~: I am a 82 year old registered voter & widow, live about 1½ miles from 3400 Rogers Ave, Sta. Dont need to drive out of my comfort zone do all my shopping in the circle, while picking up the mail at the P.O. Box

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ Retired

Social needs ☐ _____

...na B. Conner
P.O. Box 3105
...ort Smith, AR 72913

Ft. Smith, Nov 16/09

Dear Ms. or Mr. Chism

Hope you are able to see a way to keep the 3400 Rogers Ave. Station Open. Did send a petition to Sen. Pryor & Lincoln & Rep. Boozman Received answer, from Rep. Boozman.

Your questionaire did not touch on the humane side of it. I don't know if you are familiar with Fort Smith. The 3400 Rogers Ave. Station is very centrally located. Right next to it is Creekmore Park, the City conducts many meetings there. Across the Street is our Main Library. City Board of Directors have a Study-Session there, within 1/4-1/2 mile is a gas Station, Central Mall, Neighborhood Market, banks, Big Lots, Dollar Store, Restaurants more.

I am an 82 year old widow, living a little over one mile from the Post-Office. Had a P.O. Box there ever since it opened. Receive all my important mail there. Everything is within my comfort zone. I am sure I am not the only one in this situation. If the Station closes, it will bring hardship & anxiety. Extra expenses, like to inform of the change, to the IRS, Soc. Sec., Def. Dept, City, County, State, Tricare, Medicare, Drs. Offices Banks, Insurance Companies & more.

Yes we all have to tighten our belts, maybe if the Higher Echelon, would not buy million Dollar Houses in the Carolinas, there would be not for us to worry.

I also would like you to know, that the clerks at the 3400 Rogers Ave Station are very nice & at any time I pick up my mail from the P.O. Box, at office hours, the have customers, waiting in line or being waited on.

Receive mail at my home also, not the Business kind.

Thank you for listening, in the Hope you are able to keep our 3400 Rogers Ave. Station

OPEN

Sincerely,

[redacted]

I also would like you to know, that the clerks at the 3400 Rogers Ave Station are very nice & at any time I pick up my mail from the P.O. Box, at office hours, the have customers, waiting in line or being waited on.

Receive mail at my home also, not the Business kind.

Thank you for listening, in the Hope you are able to keep our 3400 Rogers Ave. Station

OPEN

Sincerely,

[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 598

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 599

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: This post office & the one on 74th St are the two I use the most & drive by most frequently.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

309

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ ✓ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ ✓ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am not so much concerned about the station closing, the concern is the jobs provided & relocating them within the community.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Its true the world is changing & modernizing, so the post will need to adapt.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 600

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 601

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

310

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Pegram Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Be a great hardship for me if I had to go to another area.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

DOCKET NO. 72913
ITEM NO. 116
PAGE 602

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 603

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers Ave Station

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? none

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

3

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think that you should leave the Rogers Station open for boxes if nothing else. You can deliver mail to them. I'm worried about finding another box available within my area.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 604

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☒ Rogers Ave (Across From WalMart)

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

My mail is always up; on time; no "previous occupant" mail. I am disabled + it is easy to get in/out of this station. There are no long lines + closing would be a hardship to others as well. I shop @ the stores around it + would shop @ others if I had to move my mail service.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone: [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 607

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Avenue for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☒	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: The S. Ft Smith Location

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ none

Personal needs ☐ none

Banking ☐ none

Employment ☐ None

Social needs ☐ None

~~I Stay close to home~~

313

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would cost me more to use postal services if I have to drive to a different P.O. This could result in me using the Postal Service less and go a different route for example cutting down on the use of money orders, buying by mail order, and doing business by mail. I might have to start doing business by internet instead of through the mail.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I understand the Church but as far as the "South St South PO" I drive by it to work also but prefer the Rogers St. PO. The "out of the way" location, lack of parking and just hassle getting to it cause me to have been there once in 3 years. The Rogers St PO is in an Ideal location – i.e, on a main thoroughfare and near the intersection of another main Road. Keep the Rogers Ave location + ditch the other one.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 6 of 8

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 609

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

3400 Rogers Avenue

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

314

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ Not all No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

There is nothing favorable - One office discontinued service with Pitney Bowes in January 2009. It was a business decision based on $ and the fact that the 3400 Rogers Ave Station is four blocks from the office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please do not close the 3400 Rogers Ave Station. It is easy access for many businesses and residents.

Our office would have to reconsider postage options if the 3400 Rogers Station closes.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 610

November 24, 2009

[redacted]

Dear Postal Customer:

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 611

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Fort Smith Midland / Fort Smith Downtown
I'm A Volunteer AND I Go All over City For My Assignments. But I Don't Have to Change My Zip Code

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

None of the Above

316

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed? DO I HAVE ?

Yes ☐ WHAT Chace No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the FS ROGERS Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Redo ALL My Busins Letter HEADS/Envolopes BUSINS CARDS (which I just Bought)

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I'm not The Only PERSON OR BUSINES THAT would Be out OF PLACE, But ALSO OUR Customers, which Can Run into The Tens Of Thousands

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: FR. VILLEGAS/SKILLCRAFT Industries Inc.
(please print your name)

Address: P.O. Box 3217 F.S. AR. 72901/515 N. 5th F.S. AR 72901

Telephone number: 479 782-8952 OFF. 479 883-3753 Date: 11-16-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 612

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 613

November 24, 2009

[redacted]

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

3/6

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

No effect if moved to So. 74th St.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
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PAGE 614

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: SOUTH 74th St.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

#1 - COST OF CHANGING OUR BUSINESS CARDS, STATIONARY, ETC.
#2 - LONG LINES
#3 - TRAFFIC CONGESSION

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 616

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 617

UNITED STATES POSTAL SERVICE

Rogers Avenue

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ROGERS AVE STATION for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☒ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: So. 74th

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We would have to change our business cards, letterhead, advertising etc. Costly. The post office is most convenient. We have had the same post office box # for 40 years. Feb 1969 to date.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The post office always seems to have customers in it every time I go there. The people are nice and there is ~~usuall~~ usually not a long wait. At the 24th Street post office there is almost always a long wait. I hope we can keep it open, obviously you have hard choices to make. [redacted]

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 619

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 620

November 24, 2009

[redacted]

Dear Postal Customer:

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The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVENUE Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

EXTREMELY UNHANDY IF THIS STATION IS CLOSED AS I AM A SENIOR CITIZEN — (87 YRS. OLD)

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

MY CLOSEST P.O. STATION WOULD BE IN SOUTHERN FT. SMITH, A GOOD WAY AWAY FROM MY RESIDENCE.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

316

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVENUE Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

EXTREMELY UNHANDY IF THIS STATION IS CLOSED AS I AM A SENIOR CITIZEN — (87 YRS. OLD)

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

MY CLOSEST P.O. STATION WOULD BE IN SOUTHERN PT. SMITH, A GOOD WAYS AWAY FROM MY RESIDENCE.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 622

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ Some No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers 3400 Ave. Station.

i. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I go to Church at Evangel Temple and pass by 3400 Rogers Ave Post office where my box is about 6-times a week.

This is at 3400 Rogers Ave.
Evangel Temple South 12th + Dodson Ave.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I will be very disappointed if you close my Post office where my P.O. Box #2883 is. Please do not close it at 3400 Rogers Ave.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

320

DOCKET NO. 72913
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PAGE 623

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Market trace

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ N/a

Employment ☐ _____

Social needs ☐ _____

321

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Cost of changing all my paperwork (contracts, letterheads, business cards, all advertising invoices)

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

all costs that will occur for local businesses.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Justin Shaw Extermco Pest Control
(please print your name)

Address: 7310 Hwy 271 So. 72908 | P.O. Box 3526 72913

Telephone number: 479-783-1822 Date: 11/11/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 624

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 625

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rosewhite Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would have to drive much further to get my mail
It would be very inconvenient

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telepho[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 626

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

3400 Rogers Ave

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I really believe you should re-consider closing this Post Office. In doing so it will cause the Main P.O. to become even more crowded —

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 116
PAGE 628

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 629

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ 3400 Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: Occasionally – So. 74th + Downtown

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Just makes for a longer drive for me

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 630

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 631

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping	☑	Tulsa and Northwest Arkansas (Pinnacle)
Personal needs	☐	N/A
Banking	☐	N/A
Employment	☐	N/A
Social needs	☐	N/A

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Greenmore Park Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Would probably need to check my mail less frequently due to fuel costs and inconvenient proximity.

Would no longer be able to walk to my post office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I believe that this consolidation may actually reduce productivity and clientelle. Less frequent visits to fewer post offices may reduce revenue

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Physical Address: [redacted]

Telephone [redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 632

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter. Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ U.W. Arkansas - Dallas

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS AVE. STA. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Closing the stations you Mention would be very Detrimental to my business operation. It doesn't make sound business sense for you to consider closure of a station that gives a good level of service. My experiences at the main post office on 74th St. and Downtown are not positive. The service I have received there is less than desirable.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I have had a box at 3400 Rogers for over 30 years. Maybe you should consider consolidating some of these other stations INTO 3400 Rogers.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]
(plea

Address: [redacted]

Telephone number: [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO 116
PAGE 635

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ 3400 Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ 2712 Market Tower No ☐

If yes, which offices: I don't want my PO Box # Changed or ZP Code This would be costly to my Business I have the same # 20+ years

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Ft Smith

Personal needs ☐ Ft Smith

Banking ☐ Ft Smith

Employment ☐ " "

Social needs ☐ " "

329

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Losing my Po Box # and changing my zip code The post office I use now is most convient for my Business

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 636

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913 / 46 / 637

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Hayes

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

226

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the South 34th St Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have a P.O. Box - & get my mail there, medications are shipped also to P.O. Box. Catalog items are mailed P.O. Box. I am disabled. This Post office is close: my home & parking is convenient.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 638

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 639

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers Ave Ft. Smith

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith~~ Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____ 324

Please do not close this station Please!

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Nam

Addr

Tele

[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 640

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: DOWNTOWN

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☑ EASTERN OKLAHOMA & ARKANSAS

Social needs ☑ OUT OF TOWN FRIENDS

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 ROGERS Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

IT WOULD BE MUCH LESS CONVENIENT TO HAVE TO USE A DIFFERENT POST OFFICE

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone n[redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 643

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Mayer for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Dallas / New Arkansas

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☑ North West AR

331

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I Believe this would make alot of People look for other ways to pay Bills maybe Electronic, People have to have convenience or they won't use your service

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 1644

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 645

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Out of town occasionally

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Downtown

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I will probably not rent another PO Box since other Post Office locations are not convenient for me for that purpose.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I just don't know where the South side residents will consider close to them. also, the 3400 Rogers station is great for the elderly + handicapped (my own mother is in that group) because they can drive right up + there are no stairs, and its small. I love that Post Office!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 646

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 647

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be very inconvenient as a business to have to change our P.O. Box on everything.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 648

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 649

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Rogers Avenue 72913

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☒ _____

434

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Rogers Avenue is conveniently located for many homes & businesses. I would have to travel too far for any of the other branches.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 650

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 651

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

336

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 27913 Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I will drop my Box if Park Plaza station is closed - it is convenient for me to mail and pick-up my mail

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: DANIELS PRINTING Co. RICHARD DANIELS
(please print your name)

Address: 7423 Hwy 271 So. Bldg 106

Telephone number: 782-4836

Date: 11-14-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 652

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 7291B
ITEM NO. 16
PAGE 653

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ ROGERS Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☒	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ 5111 Rogers Central Mall and 4900 Rogers Neighborhood Market

Personal needs ☒ Prescriptions at Walgreens, Rogers & Greenwood

Banking ☒ Arvest Bank, 3200 Rogers

Employment ☐ Retired

Social needs ☐ N/A

B46

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ROGERS Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The PO on 3100 Wirsing is nearer to my residence, however, when I changed to a PO Box, I had two reasons for going to the Rogers PO. (1) The one on Wirsing has some customers that I would be afraid to go to my PO Box on weekends and after dark (2) The Rogers one is handy to when I shop - sometimes I go to pick up prescriptions, stop at the Bank to get some money, go to my P.O. Box, and continue on to do grocery shopping and sometimes shopping at the Mall. The employees at the Rogers PO are very nice and helpful. The ones at the Wirsing PO were not.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The 32nd Strat PO is near the Rogers PO and I have been told is a small station. Why not consolidate it into the Rogers station which might make the Rogers PO more profitable (if that's the ~~reason~~ reason you're thinking of closing Rogers) There are a lot of businesses that are going to be affected by a closing, because I have been there when they came to pick up their mail at the scheduled pick-up time - All of the other addresses would be very unhandy for me and I will wind up in Van Buren if you close Rogers.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 655

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Walmart Rogers Ave

Personal needs ☑ Walmart Rogers Ave

Banking ☐ Dont

Employment ☐ None

Social needs ☐

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I like the Post office as IT is.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 76
PAGE 656

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 10
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ USA Evangelist

Social needs ☒ Church Alma

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ ? No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephon

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Church - on Sunday

224

Family, creditors, utilities, businesses of my new Home Mailing address?

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

1. Because I work near this station, I am able to use my lunch hour to run all my personal errands - including use of this post office.
2. If I lose use of this Post office, I will have to change all of the locations where I do all my other personal business so I can squeeze everything into my lunch hour. I have other commitments in the evenings which prevent me from running errands then.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please do not close this facility!
I need this facility open to help me so I can remain in this neighborhood and not stress over having to use another facility that is way inconvenient. I may have to use another source, other than the USPS, if this one closes!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho[redacted]

DOCKET NO. 72913
ITEM NO. 16
PAGE 660

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 661

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☒	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

340

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐ — NOT AS OFTEN.

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Rogers AV. STATION is A good CENTRALY LOCATED STATION & IS VERY CONVIENTTY TO EVERYONE, RESIDENTIAL & BUSINESSES IN CENTRAL FT. SMITH AREA — and WOULD BE GREATLY MISSED.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: STANLEY JENSON = (ACE APPLIANCE SVC)
(please print your name)

Address: 4116 ALABAMA AV.

Telephone number: 479-783-2419 Date: 11/14/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith ROGERS AVE Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 664

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 6665

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☒ visit family

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

3+2

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Ft Smith Rogers Av 3400 Rogers Av Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This is close to my Home & my Mom & Dad Also we Both Have Boxes At this Location. Any Other location is way out And would Be very hard to get to.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The loss of jobs in our community.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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PAGE 6666

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 10
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station Rogers Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☐	☒	☐
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Fort Smith Downtown Office
Fort Smith General Mail Facility

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the FSRA Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I mainly use the FSRA Station for the Fort Smith Southside Rotary Club Post Office Box as Club Treasurer.

In my opinion this Station is well located for an important segment of Fort Smith being possibly closest to the "Center" of Fort Smith.

If closed, The FS Downtown Office would best serve the Club as we meet Downtown

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Jim Miller, Treasurer Fort Smith Southside Rotary
(please print your name)

Address: 3017 S. 100 St. FSA 72903

Telephone number: (479) 739-8676 Date: 11/16/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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PAGE 6668

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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PAGE 669

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I don't think I will use USPS for shipping parcels if this station is closed because the wait time is prohibitive. While there is a steady stream of customers there is never more than about a 15 minute wait while at the 2 closest post offices to this one the wait is at least 30 minutes. I will start to use FedEX or UPS.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is a community post office with easy access in a central location. It's closing will create a real hardship for a lot of the older people in the community. We have had this box numbe for years and years. It is a serious concern that we would have to change.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Paula Sharum - Ft. Smith Little Theatre
(please print your name)

Address: P.O. Box 3752, Ft. Smith, AR 72913

Telephone number: ~~479-452-8844~~ 479-783-2966 Date: 11/16/09

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort~~ Regus Fore Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: none
all others are very inconvenient

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ none regularly

Employment ☐ _____

Social needs ☐ _____

☒ Football

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I Love having the Post office on Rogers Ave
It is very important to me.
SAVES A lot of GAS & time

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

it would generally save $ for many people

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone num [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Personally, I work next door to this post office at 24/7 Fitness. The main reason I opened the PO box acct was because I had daily access to the post office.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Since I do work next door, I see the minimum amount of traffic at this station. It would be a shame to lose it.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Noyers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: The closing of this branch post office would cause a considerable hardship - The two alternative post office to which I would have to move are considerably farther and more inconvenient to use - I would change to having my mail delivered to my office complex

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Adjacent cities to Fort Smith

Personal needs ☑ Dr appointments - Okla City, Little Rock, Fayetteville

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐ Some, other no

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

See attached letter I sent to our local Newspaper for printing in the Letters To The Editor Section.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

On August 4th, the Southwest Times Record ran a story written by Wanda Freeman concerning the evaluation by the postal service for the possible closing of the post office's Creekmore Park station - 3400 Rogers Avenue, as well as two others in the southeast part of Fort Smith. In this article, a Mr. Stephen Seewoester, who is one of the communication officials with the Dallas regional office for the postal service suggested, "One idea is the possible consolidations of small post offices into larger offices nearby." All of the stations being considered for closing are approximately 4 miles from the Fort Smith's main post office located on 74th Street. I do not believe this fits the term "nearby".

I currently rent a box in this Creekmore Park station. I have rarely been in this facility when I have not observed other people who were there transacting business, picking up or posting their mail, etc. If this station would close, then I would be forced to try and secure a box in the main post office on 74th Street, since it is the closest to my office. Taking the extra time to collect or post my mail, as well as the extra mileage I would be required to drive to this main postal location, would put a hardship on me. I believe many of the other users of this Creekmore Park facility would also be affected negatively.

If you concur the closing of the Creekmore Park station in Fort Smith would cause an unnecessary hardship to the citizens in the southeast area of the city you represent then I respectfully request you, in your position of authority, to contact the management team in Dallas and protest the closing of this station in particular, as well as any of the other two stations being considered.

Sincerely,

[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Payers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☑
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ Wal-Greens Old Greenwood Road

Personal needs ☑ Wal-Greens Old Greenwood Road

Banking ☑ Benefit Bank - Old Greenwood Road

Employment ☑ Schwarz Cardiology - Phoenix Ave

Social needs ☐ N/A

2.48

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the 3400 Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are contracted with several insurance companies. This would be a HUGE financial burden to change our address. Our income would come to a STOP. This would jeopardize our company as well as the 12 employees it takes care of. Our company moved physical location about 6 months ago and the income came to a STOP then. We are still trying to recover from this. Shutting down this post office could very well put us out of business.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Mayers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: This one is the best location for us for all services, and mailbox for everyday mail pickup!

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Ft. Smith

Personal needs ☐ Ft. Smith

Banking ☐ Ft. Smith

Employment ☐ Ft. Smith

Social needs ☐ Ft. Smith

2/4

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Pickup mail every day at this station.
Mail letters + bills,
Buy stamps.
Pickup Mail order packages,
Please don't close this station is the best location for me.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please don't close this station, I was wanting to let you know that this is the most convenient location for my box to pickup mail, other services etc.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

Answer questions for: 3400 Rogers Avenue

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ ✓ never use this station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

350

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the P.O. @ 3400 Rogers is closed then my Box (5096) will be moved. Only the downtown office would be considered. Since my stationary will have to be changed anyway – I think we will drop the box and use delivery to business only.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Royero

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☑
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☑	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

35

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would use electronic bill payment because traffic at other post offices is so heavy

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would cancel my postoffice box + have mail delivered to my physical address.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

35 ✓

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Travel time and inconvenience for mail pickup & drop off
Loss of service by locals

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station (Rogers Ave) for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☐ _____

353

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ I dont Know No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services. It would be unhandy for me to rent P.O Box at Another Station

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telepho[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Avenue Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Some done in community, some outside of community

Personal needs ☒ see above

Banking ☐

Employment ☐

Social needs ☒ see above

354

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

By closing the Rogers Avenue location, we would have to go way out of the way to get our mail. There is not a location close by our office. The Rogers Ave. location is convenient as it is on the way to my office

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Rather than just closing offices & raising rates, perhaps salary reviews are called for. Also, I've heard there is consideration of dropping delivery service on Saturdays. That shouldn't be too much of a hassle as most business is transacted during the week. Might be a good idea to have one office open locally on a Saturday to help customers who can't make it to the post office during the regular work week.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Charles W. Jenkins, President - Wytex Production Corp.
(please print your name)

Address: PO Box 3632, Fort Smith, AR 72913

Telephone number: 479-646-9660 Date: 11/16/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

RIVERVALLEY PEDIATRIC
PO BOX 5166
FORT SMITH AR 72913-5166

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Meyers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ All local

Personal needs ☐ "

Banking ☐ "

Employment ☐ "

Social needs ☐ "

35

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

NOT IN favor of the move, I like the location its close to our location I love the service we get!

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

N/A

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Rivee Valley Pediatric Dentistry (PO Box 5166)
(please print your name)

Address: 3421 Old Greenwood Road, Fort Smith, AR 72903

Telephone number: 479-783-4182 Date: 11-13-09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Napier

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☐	☑	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☑ No ☐

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: MIDLAND or GARRISON AND 5, 24 ST

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☑ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

356

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the ~~Rocks~~ Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

My Mail changing I Dont like it At All And it is next to Sweet Bay And Next to Park & Library & Bank.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. I Think it is bigger then some of the other Post offices. I have had the same Po. Box for 8 or 9 years and is safe Area.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 694

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Noyes

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

350

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I visit this station daily for many transactions including P.O Box, mailing parcels buying stamps etc.. It would be a MAJOR inconvenience if this station were not available. The expenses involved in change of address notification and reprinting all correspondence material, as well as daily increase in time & fuel to get to another location. Another delivery system would have to be considered.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 116
PAGE 6966

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☑	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☑ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

I stay in my community for all of these services.

251

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The station located at 3400 Rogers Avenue has served me and my business needs for the past 10 years. If that station is closed I do not have an immediate alternative and am unhappy that this station is being considered for closures. I may have to seek private alternatives.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 697

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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PAGE 698

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Fm Rogers Ave. for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☑	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☑	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☑ No ☐

If yes, which offices: Fianna Hills Station

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ L.R., Tulsa, Dallas.

Personal needs ☑

Banking ☐

Employment ☐

Social needs ☑ Dallas, Tulsa

3

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5 Following are comments I wish to make concerning the proposed discontinuance of the Royse City Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Close it.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 699

November 24, 2009

SWEET SUCCESS TRAINING
PO BOX 5908
FORT SMITH AR 72913-5908

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 700

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 71st

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

360

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: Sweet Success Training
(please print your name)

Address: P.O. 5908

Telephone number: 479 201 8808 Date: 11/09

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: N/A

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Roger Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I live about six city blocks from the Roger's station – very convenient for me. While there, I take some time to shop at nearby stores.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I've had a P.O. Box at Roger's station since 2002

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 703

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Mayers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☐

If yes, which offices: _____

_____

_____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

962

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Not very much, but I do enjoy the Rogers Ave Station & that it is not always busy.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone num[redacted]

DOCKET NO. 72913
ITEM NO. 16
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
ITEM NO. 16
PAGE 706

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

363

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I never need to go into the downtown area during the week. Moving mail downtown would take an extra 30 min out of my workday 5 days a week.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and [redacted]
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 207

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Ave Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

364

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

would have to go out of the way to get mail & mail stuff. Close to work and on the way to work. Long time Customer of This Station, Know the employees and their friendly & helpfull.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The times I have had to use the 74th Street office it was very crowded And Took forever to mail a package Because of the line.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

N [redacted]

A

T

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ITEM NO. 16
PAGE 709

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☑	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Mayers

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☑	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ Wal-Mart

Personal needs ☐ _____

Banking ☐ Fort Smith South

Employment ☐ Pea-Nut Ole Stores

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Please do Not Close My Postoffice
It is close To my Work and To my home,
And the People that Work there, is
very helpful, and Nice.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Addres

Teleph

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283. .

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave. Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

_____

_____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

businesses close to post office area

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are a nonprofit charitable clinic. We operate on private donations. All of our return envelopes go through this post office. I fear that donations will be lost if the PO they're mailed to closes. We will also have to change all of our stationery to reflect a change in mailing address. Many of our bills also go there, so we would spend time mailing changes.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Rogers Avenue Station is centrally located in Fort Smith. It would inconvenience many people if it is closed. There is significant distance & traffic between downtown Fort Smith and the 74th St Station (Main facility) All of the other stations listed as remaining open are in the outskirts of town.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name [redacted]

Addre

Telep

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Changing the # of our box would result in the cost of having to reprint stationary/envelopes/forms. Also, All of our insurance checks & personal payments have come to this box for several decades. Changing these would be an annoyance & delay our business operations.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This is a very safe & personable P.O. The clerks are helpful & know all of the patrons by name.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South~~ Rogers Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ None

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☒	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ Wing

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒ not those adjacent to PO

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would like to keep the Rogers Ave station open - it is close to my apartment & I prefer a PO Box (vs apt box)

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

as the station in question #1 was not Rogers Ave, please be careful about 'results' of this questionnaire

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone nu[redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO. 72913
ITEM NO. 16
PAGE 719

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☒	☐
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 2712 MARKET TRACE
FSM AR 72908

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

370

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the South Fort Smith Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It should be closed – I will close my box At the end of Nov.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

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Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DOCKET NO. 72913
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PAGE 722

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Hayes

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ Little Rock, Tulsa Okla

371

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I moved from to Change P.O. Box to Main Station I have maintained a P.O. Box @ 3400 Rogers 10yrs, Conveniently located park & Library

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Thanks for allowing me to be surveyed. I really like the courteous service accorded me anytime I frequent the windows - personell very informative, helpful * please keep it open, I need my P.O. Box right where it is.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

[redacted]

DOCKET NO. 72413
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

370

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue 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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If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☒	☐	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☐	☒	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☐	☒	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 3318 So. 74TH ST. — I TRUST if my Box is MOVED - I will Be ABLE to Keep my current P.O. Bx # of 5058.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ INSURANCE SALES (2 wks - monthly) Benton Co. + 2 wks Sebastian + Surrounding Counties

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Regent Ave Sta. 3400 Regent Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Moving the P.O. Box - would have me driving further to Receive mail ~ Just a thought - Leave the 3400 Regent Station open for mail (Recieving only - with Drop Box's) ~ for Counter Services - change to a more cost effective station.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Don't Really See any effects of negative Service - other than stated above.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho[redacted]

I know you folks - Regardless of the choice of operations you choose for our P.O. Box

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☑	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I walk to this P.O. I am older & don't drive much. I would be lost without it.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address

Telepho

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PAGE 729

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Mayers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Mo Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If this station is closed I would have to drive farther to pick up my mail, in which case I would probably only do my postal business once a week instead of daily.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station (Rogers Ave.) for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☑	☐	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☑	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Would be unable to have a P.O. Box as the remaining stations are too far from my home.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This postoffice is located in a mixed business & Residential area handy for many people. How about saving money by cutting back on rural Mail delivery in remote areas of the state where few people live.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

?? What about Rogers Ave Station @ 3400 Rogers ??

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☒
b. Mailing letters	☐	☐	☐	☒
c. Mailing parcels	☐	☐	☐	☒
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
g. Sending Express Mail	☐	☐	☐	☒

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: 3400 Rogers Avenue

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

None

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have a P.O. Box @ the Rogers Station + have had it for 6 years. All of my business correspondence, rent checks, State Incorporation documents, etc, all use the current PO Box number. A change would be very costly to start over with a new number.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If I could keep my current P.O. Box number, but in a different location, there would be little effect on my business. Therefore, Closing the Rogers Station, while inconvenient, would not be a problem.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephon [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☒	☐	☐	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☒	☐	☐	☐
d. Picking up Post Office box mail	☒	☐	☐	☐
e. Buying money orders	☒	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
g. Sending Express Mail	☒	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒ No ☐

If yes, which offices: Because of its Location

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ all

Personal needs ☒

Banking ☒

Employment ☒

Social needs ☒

They are great

2/18

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☐ ~~No ☐~~

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Creekmore PARK Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be a hardship on me and a lot of other people

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It would be very very hard to close one of the greatest Post Office's in the area

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 24, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

If it is determined that a discontinuance of Pleasant Ridge Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

Rogers

1. Please check the appropriate box to indicate whether you use the ~~South~~ Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☐	☐
b. Mailing letters	☐	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☐
e. Buying money orders	☐	☐	☐	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
g. Sending Express Mail	☐	☐	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: DO NOT USE SOUTH FORT SMITH STATION, WE USE THE FORT SMITH ROGERS AV STATION.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

OUR MAIL AT THE ROGERS AV STATION COMES FROM ALL OVER THE U.S. daily. Closing THIS STATION would REQUIRE ADVISING ALL CLIENTS OF THE FACT AND REQUIRE TOOLING FOR A NEW address

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☐	☒	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☐	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
g. Sending Express Mail	☐	☒	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

- close proximity to the office.
- provide excellent service
- great location + excess

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Closing this office would be a great inconvenience - in time + $.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you [redacted]

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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DOCKET NO. 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

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ITEM NO. 16
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UNITED STATES POSTAL SERVICE

SORRY - Name Confused me Before I saw the Correctio

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☒
b. Mailing letters	☐	☒	☐	☒
c. Mailing parcels	☐	☐	☒	☒
d. Picking up Post Office box mail	☒	☐	☐	☒
e. Buying money orders	☐	☐	☒	☒
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☒
g. Sending Express Mail	☐	☐	☐	☒ NEVER

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☒ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the FS Rogers Ave station is closed, I will cease using a PO Box for my mail. ~~This~~ I've used a box here since fall of 2005 as it is convenient to work & now home. I will probably stop buying stamps at the PO too, just print postage online instead

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I understand the need to consolidate, but I don't believe this is the station to close. I work at the library & we send patrons to you all the time. I feel there is a need for this location to remain open

Thanks for the survey

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address [redacted]

Telepho [redacted]

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 25, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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PAGE 744

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

FS Rogers Avenue Station

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☐	☑	☐	☐
c. Mailing parcels	☐	☐	☑	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

3 of 2

UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the FS Rogers Ave Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would make me have to drive to busier areas of town.
Same POB # for 20 yrs. Don't want to change it now.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone numb[redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 27, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

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2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
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Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☑	☐	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☑	☐	☐	☐
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
g. Sending Express Mail	☐	☑	☐	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☑ NWA

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UNITED STATES
POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☑

5. Following are comments I wish to make concerning the proposed discontinuance of the _____Station.

I. Effect on Your Postal Services Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

II. Other Comments Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address: [redacted]

Telephone [redacted]

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 27, 2009

POSTAL CUSTOMER
[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

Fort Smith General Mail Facility
3318 S 74th St
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8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☑ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☑ No ☐

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Avenue Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

INCONVENIENCE

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

SCALE BACK LIKE WE'VE ALL HAD TO DO - TIGHTEN THE 'OLE BELT!

For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Name: [redacted]

Address:

Telephone

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the South Fort Smith Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☑	☐
b. Mailing letters	☑	☐	☐	☐
c. Mailing parcels	☐	☐	☐	☑
d. Picking up Post Office box mail	☑	☐	☐	☐
e. Buying money orders	☐	☐	☐	☑
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
g. Sending Express Mail	☐	☐	☐	☑

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☑

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☑ TULSA, OK FAYETTEVILLE, AR

Personal needs ☑ TULSA, OK FAYETTEVILLE, AR

Banking ☐ _____

Employment ☐ _____

Social needs ☑ TULSA, OK FAYETTEVILLE, AR

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 27, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
Fort Smith AR 72903
8:30 am – 6:00 pm (M-F)
10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☒	☐	☐
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐ No ☒

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☒ _____

UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the _____ Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This is Convienent. I will not shop in this area due to Change. I will have to Change my route —

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

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For additional comments, please add on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

[redacted] eping —

Name

Addre

Telepl

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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 27, 2009

[redacted]

Dear Postal Customer:

Thank you for returning your questionnaire concerning the consolidation of delivery and retail services of the Fort Smith Rogers Avenue Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

The Postal Service has seen a record decline in mail volume which has reduced postal revenues. In these trying times all businesses must adjust to remain operationally efficient. The Postal Service has not been immune to tough economic times either.

Customers receiving Post Office box service will not have to make a change of address. Their address would remain that same.

In your area, besides the Rogers Avenue Station, the following facilities also offer PO Box and retail services:

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3318 S 74th St
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10:00 am – 2:00 pm (S)

Fort Smith Fianna Station
2712 Market Trace
Fort Smith AR 72908
8:00 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Midland Station
3100 Wirsing Ave
Fort Smith AR 72904
8:00 am – 4:30 pm
Closed (S)

Fort Smith Barling Station
609 Fort St
Fort Smith AR 72923
8:30 am – 4:30 pm (M-F)
Closed (S)

Fort Smith Downtown Station
1020 Garrison Ave
Fort Smith AR 72901
8:00 am – 4:30 pm
Closed (S)

If it is determined that a discontinuance of Fort Smith Rogers Avenue Station should be pursued, a formal proposal will be written and forwarded to Postal Headquarters for final approval. If you need additional assistance, please contact Consumer Affairs at 501-228-4283.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ~~South Fort Smith Station~~ Rogers Ave Station for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	☐	☐	☒	☐
b. Mailing letters	☒	☐	☐	☐
c. Mailing parcels	☐	☒	☐	☐
d. Picking up Post Office box mail	☐	☐	☐	☒
e. Buying money orders	☐	☐	☒	☐
f. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
g. Sending Express Mail	☐	☐	☒	☐

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☐ No ☒

2. Do you pass another Post Office or Station during business hours while traveling to or from work, or shopping, or for personal needs?

NO

If yes, which offices: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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UNITED STATES POSTAL SERVICE

4. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Station is closed?

Yes ☐ No ☒

5. Following are comments I wish to make concerning the proposed discontinuance of the Rogers Ave. Station.

I. **Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

My staff would spend more time out of the office & we would not be as efficient.

II. **Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

This branch is closest for my staff. All other branches are too far to use.

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For additional comments, please add on a separate piece of paper and attach it to this form.

Thank [redacted]

Name: [redacted]

Addres[redacted]

Teleph[redacted]

UNITED STATES POSTAL SERVICE

Postal Customer Questionaire Analysis

Questionaires were distributed to all the PO Box customers of the Fort Smith South Station on November 12, 2009. Additionally, questionnaires were available at the Fort Smith South Station during the survey period to walk-in retail customers. A Public Notice was posted at the facility notifying walk-in customers a questionnaire could be requested.

A. Number of Questionaires

Total questionnaires distributed	400
Favorable to proposal	~~1~~ 2
Unfavorable to proposal	~~121~~ 303
Expressing no opinion	~~36~~ 81
Total questionnaires received	~~158~~ 386

B. Postal Concerns

The following are the main postal concerns expressed by customers:

1. Concern: Customers expressed concern on traveling further to pickup mail.

   Information: Customers who wish to retain their Post Office Box will have to travel 3.03 miles further to pick up their mail. There are 3 Stations within 5 miles of the Fort Smith South Station. The Fianna Station is 3.03 miles away, the General Mail Facility / Main Post Office is 4.26 miles away, and the Downtown Station is 4.94 miles away.

2. Concern: Customers expressed concern regarding the convenience of the station.

   Information: The Postal Service has seen record decline in mail volume which has reduced postal revenues. The Postal Service must adjust to remain operationally efficient. Effective and regular service will continue to be provided through the Fianna Station which is located 3.03 miles away.

3. Concern: Customer expressed concern on change of PO Box address.

   Information: Customers will be allowed to maintain their same PO Box number and ZIP Code eliminating to reprint business envelopes, letterhead and advertising material.

4. Concern: Customers expressed concern about possible loss of friendly atmosphere provided by staff.

   Information: The nearby offices will be able to provide the same professional service from clerk and carrier staff.

5. Customers concerned about an empty facility.

Information: Fort Smith South Station is a leased facility. Money will be saved with the elimination of the lease.

6. Customers concerned about longer wait times for retail services at the other stations.

   Information: Customers have the option of purchasing stamps through our website, www.usps.com ,by phone at 1-800-STAMP24, or by mail. Cick-N-Ship, Change-of-Address and Hold Mail services are also available through our website.

7. Customers concerned about the station being a convenient location for senior citizens.

   Information: Customers have the option of city delivery service to their residence, which eliminates travel to pick up their mail. Numerious services offered through our website.

C. Nonpostal Concerns

The following are the main postal concerns expressed by customers:

1. Concern: Customers expressed concern about impact on community.

   Information: There are 3 Stations within 5 miles of the Fort Smith Sout Station. The Fianna Station is 3.03 miles away, the General Mail Facility / Main Post Office is 4.26 miles away, and the Downtown Station is 4.94 miles away.

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ITEM NO 18
PAGE 1

MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

September 30, 2009

Honorable John Boozman
Congressman of the United States
213 W Monroe STE K
Lowell AR 72745-9451

Dear Congressman Boozman,

This is in response to the inquiry on behalf of your constituents concerning mail operations at the Fort Smith Rogers Avenue Station and the Fort Smith South Fort Smith Station.

Financial problems in our economy have been felt by the Postal Service as well in the past year. USPS has experienced significant financial challenges related to declining mail volumes, rising operational costs and an increasingly turbulent economy.

We have had a significant loss of revenue and mail volume and are reviewing every facet of our operation. Our goal is to cut $5.9 billion in costs while maintaining service with improved efficiencies of our operations. We have to examine ways to save money. To consider nothing, under the circumstances, is not responsible.

While we conduct reviews of stations and branches, the effects of the severe economic recession this year have made a larger scale initiative necessary. We simply cannot afford to maintain as many offices as we currently do and we must make our delivery operations from the stations and branches more efficient.

If the study shows a consolidation is feasible, customers of the affected station or branch will be notified and invited to provide input through a questionnaire.

The Arkansas District will review public comments and the feasibility study and then if a recommendation for consolidation or closing is determined, it will be forwarded to the Southwest Area for review. If the Area concurs, the proposal then will be forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation will be implemented in no sooner than 60 days, with notice to the public and employees.

Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

DOCKET NO 72913
ITEM NO 18
PAGE 8

November 30, 2009

Honorable Ray Baker
Mayor of Fort Smith, AR
PO Box 1908
Fort Smith, AR 72902-1908

Dear Mayor Baker,

I am responding to your recent letter concerning the consolidation studies being conducted on our USPS Rogers Avenue and South Fort Smith Stations. As you can imagine, it is a difficult task weighing the concerns of the residents of Fort Smith and the obligations the Postal Service must meet. Rest assured, we are being very thorough in our study of each location being considered for consolidation.

Certainly, financial problems in our economy have impacted the Postal Service. We have experienced declining mail volumes, rising operational costs and an increasingly turbulent economy. In our Fiscal Year (FY) 2009, total mail volume was 177.1 billion pieces, compared to 202.7 billion pieces in FY 2008, a decline of more than 25 billion pieces, or 12.7 percent.

While experiencing this significant mail loss, the Postal Service did not sit idly by. We reviewed every facet of our operation, successfully trimming $6 billion in costs in FY 09, while maintaining service with improved efficiencies of our operations. Despite our savings realized through cost cutting measures, we ended the year with a **$3.8 billion loss**. And remember, the Postal Service receives no taxpayer dollars; our survival depends solely on efficient operations and postal revenue generation. I share this information to emphasize the position the Postal Service finds itself in.

The effects of the severe economic recession this year have made a larger scale initiative necessary. With the drop in mail volume, it is difficult to justify maintaining as many offices as we currently do. We must make our delivery and retail operations more efficient.

Questionnaires were mailed out to customers recently in the 72906 and 72913 ZIP Areas seeking their comments regarding proposed changes to the stations under consideration. For customers to have their input included along with information from the study, they will need to complete the questionnaire and return it to the Postal Service in the postage paid envelope.

The Arkansas District will review the public comments and the feasibility study and, if a consolidation recommendation is made, a formal proposal will be forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters.

We will include your letter in the official record of these studies. Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

David Camp

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9800
501/228-4100 PHONE
501/228-4105 FAX

DOCKET NO 72913
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MANAGER, CONSUMER AFFAIRS/CLAIMS
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

November 9, 2009

Honorable Mark Pryor
Senator of the United States
500 President Clinton Ave Ste 401
Little Rock AR 72201-1745

Dear Senator Pryor,

This is in response to the inquiry on behalf of your constituent, Thomas Ulrich of Fort Smith, concerning mail operations at the Fort Smith Rogers Avenue Station and the Fort Smith South Fort Smith Station.

Financial problems in our economy have been felt by the Postal Service as well in the past year. USPS has experienced financial challenges related to declining mail volumes, rising operational costs and an increasingly turbulent economy.

We have had a significant loss of revenue and mail volume and are reviewing every facet of our operation. We succeeded in trimming $6 billion in costs in Fiscal Year 2009, which ended on September 30, while maintaining service with improved efficiencies of our operations. We must continue to examine ways to save money.

While we have been conducting our study of stations and branches, the effects of the severe economic recession this year have made a larger scale initiative necessary. We simply cannot afford to maintain as many offices as we currently do and we must make our delivery operations from the stations and branches more efficient.

During the week of November 9, 2009, questionnaires will be mailed to customers seeking their comments regarding changes to the stations and branches under consideration. For customers to have their input included along with information from the study, they will need to complete the questionnaire and return it to the Postal Service in the postage paid envelope.

The Arkansas District will review the public comments and the feasibility study and if a consolidation recommendation or closing is determined, it will be forwarded to the Southwest Area for review. If the Area concurs, the proposal then will be forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation will be implemented in no sooner than 60 days, with notice to the public and employees.

Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9631
501/228-4283
FAX: 501/228-4299

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Congress of the United States
Washington, DC 20515

November 20, 2009

David Camp
Arkansas District Manager
420 Natural Resources Drive
Little Rock, AR 72205

Dear Mr. Camp,

As you know, there are currently two post offices in Fort Smith, Arkansas, the Rogers Avenue Station and the South Fort Smith Station, that are being considered for consolidation. We have heard from many constituents in the Fort Smith area about the negative impact these consolidations would have on their community. Not only are these offices used for their daily mail needs, but many small businesses and families rely on them for use of PO Boxes.

As of the 2000 census, Fort Smith's population was 80,268 with an immediate regional metropolitan population of over 289,000. As of July 2008, the population grew to 84,716. There are currently only four Post Offices in the second largest metropolitan city in Arkansas. That means each Post Office is servicing 21,179 people. Consolidating the two Post Offices under consideration would double that number to 42,358 per office. It would be quite a task for the two remaining Post Offices to efficiently service that many people. We're afraid the result would be more people turning away from the USPS at a time when the postal service can ill afford to lose more customers.

We understand the financially dire situation you find yourself in and that deliberating these consolidations is no easy task. We thank you very much for your consideration, and please feel free to contact us if you have any questions regarding the foregoing matter.

Sincerely,

Blanche L. Lincoln — Blanche Lincoln, United States Senator

Mark Pryor — Mark Pryor, United States Senator

John Boozman — John Boozman, Member of Congress

PRINTED ON RECYCLED PAPER

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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

December 2, 2009

Honorable Mark Pryor
Senator of the United States
500 President Clinton Ave Ste 401
Little Rock AR 72201-1745

Dear Senator Pryor,

This is in response to your letter, dated November 20, 2009, and received by my office on December 1, 2009, co-signed by Senator Blanche Lincoln and Congressman John Boozman. This letter concerns the consolidation studies currently being conducted on our USPS Rogers Avenue and South Fort Smith Stations. As cited in your letter, it is a difficult task to weigh the concerns of the residents of Fort Smith as well as financial and service obligations the Postal Service must meet. Let me assure you, we have been very thorough in our study of each location being considered for consolidation.

As stated in the letter, the Postal Service is in a dire financial situation. We have experienced declining mail volumes, rising operational costs and the effects from an increasingly turbulent economy. In our Fiscal Year (FY) 2009, total mail volume was 177.1 billion pieces, compared to 202.7 billion pieces in FY 2008, a decline of more than 25 billion pieces, or 12.7 percent.

While experiencing this significant mail loss, the Postal Service did not sit idly by. We reviewed every facet of our operation, successfully trimming $6 billion in costs in FY 09, while maintaining service levels with improved operational efficiencies. Still, despite the savings realized through cost cutting measures, we ended the year with a $3.8 billion loss. As you know, the Postal Service receives no taxpayer dollars for our operations and relies on sales of our products and services to generate revenue.

For a broader overview, the Postal Service has lost over $12 billion in the last three years and expects to lose almost $8 billion in 2010. Reasonable actions must be taken to ensure we can continue to meet the mailing needs of the public, while keeping rates affordable. We have employed a number of strategies in an effort to make our delivery and retail operations more efficient. The consolidation studies are examples of our effort.

There are currently seven postal stations in the Fort Smith area. With the consolidations being considered, five facilities would remain to efficiently service the needs of the Fort Smith residents.

There are other postal facilities within a short distance of each of the offices being considered for consolidation. With regard to the Rogers Avenue Station, there are three stations within three miles. With regard to the South Fort Smith Station, there are three stations within five miles of the South Fort Smith Station.

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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

Naturally, customer impact is a concern and is an integral part of our analytical process. The Postal Service understands its position as a communication conduit in the lives of many Americans. Questionnaires, seeking customer comments regarding the proposed changes, were mailed to all 72906 and 72913 PO Box customers and were made available upon request to retail customers in both facilities. (No street delivery is provided out of the Rogers Avenue and South Fort Smith Stations.)

The public comments / survey data and the feasibility study are part of a formal proposal being forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation would be implemented in no sooner than 60 days. Adequate notice will be given to the public and employees, in accordance with existing guidelines and regulations, and any special circumstances will be fully addressed.

Let me emphasize, no final decisions have been made at this time. As a specific course of action develops, we will provide you with the latest information so you can respond to the concerns of your constituents.

Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

David Camp
District Manager (A)

cc: Senator Blanche Lincoln
Congressman John Boozman

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9800
501/228-4100 PHONE
501/228-4105 FAX

DOCKET NO. 72913
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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

December 2, 2009

Honorable Blanche Lincoln
Senator of the United States
912 W Fourth St
Little Rock AR 72201-2110

Dear Senator Lincoln,

This is in response to your letter, dated November 20, 2009, and received by my office on December 1, 2009, co-signed by Senator Mark Pryor and Congressman John Boozman. This letter concerns the consolidation studies currently being conducted on our USPS Rogers Avenue and South Fort Smith Stations. As cited in your letter, it is a difficult task to weigh the concerns of the residents of Fort Smith as well as financial and service obligations the Postal Service must meet. Let me assure you, we have been very thorough in our study of each location being considered for consolidation.

As stated in the letter, the Postal Service is in a dire financial situation. We have experienced declining mail volumes, rising operational costs and the effects from an increasingly turbulent economy. In our Fiscal Year (FY) 2009, total mail volume was 177.1 billion pieces, compared to 202.7 billion pieces in FY 2008, a decline of more than 25 billion pieces, or 12.7 percent.

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For a broader overview, the Postal Service has lost over $12 billion in the last three years and expects to lose almost $8 billion in 2010. Reasonable actions must be taken to ensure we can continue to meet the mailing needs of the public, while keeping rates affordable. We have employed a number of strategies in an effort to make our delivery and retail operations more efficient. The consolidation studies are examples of our effort.

There are currently seven postal stations in the Fort Smith area. With the consolidations being considered, five facilities would remain to efficiently service the needs of the Fort Smith residents.

There are other postal facilities within a short distance of each of the offices being considered for consolidation. With regard to the Rogers Avenue Station, there are three stations within three miles. With regard to the South Fort Smith Station, there are three stations within five miles of the South Fort Smith Station.

420 NATURAL RESOURCES DRIVE
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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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The public comments / survey data and the feasibility study are part of a formal proposal being forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation would be implemented in no sooner than 60 days. Adequate notice will be given to the public and employees, in accordance with existing guidelines and regulations, and any special circumstances will be fully addressed.

Let me emphasize, no final decisions have been made at this time. As a specific course of action develops, we will provide you with the latest information so you can respond to the concerns of your constituents.

Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

David Camp
District Manager (A)

cc: Senator Mark Pryor
Congressman John Boozman

420 NATURAL RESOURCES DRIVE
LITTLE ROCK AR 72205-9800
501/228-4100 PHONE
501/228-4105 FAX

DOCKET NO. 72913
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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

December 2, 2009

Honorable John Boozman
Congressman of the United States
1519 Longworth House Office Building
Washington DC 20515-0001

Dear Congressman Boozman,

This is in response to your letter, dated November 20, 2009, and received by my office on December 1, 2009, co-signed by Senator Mark Pryor and Senator Blanche Lincoln. This letter concerns the consolidation studies currently being conducted on our USPS Rogers Avenue and South Fort Smith Stations. As cited in your letter, it is a difficult task to weigh the concerns of the residents of Fort Smith as well as financial and service obligations the Postal Service must meet. Let me assure you, we have been very thorough in our study of each location being considered for consolidation.

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There are other postal facilities within a short distance of each of the offices being considered for consolidation. With regard to the Rogers Avenue Station, there are three stations within three miles. With regard to the South Fort Smith Station, there are three stations within five miles of the South Fort Smith Station.

420 NATURAL RESOURCES DRIVE
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DISTRICT MANAGER
ARKANSAS DISTRICT
UNITED STATES
POSTAL SERVICE

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The public comments / survey data and the feasibility study are part of a formal proposal being forwarded to the Vice President of Delivery and Post Office Operations at Postal Service national headquarters. If approved at the headquarters level, the consolidation would be implemented in no sooner than 60 days. Adequate notice will be given to the public and employees, in accordance with existing guidelines and regulations, and any special circumstances will be fully addressed.

Let me emphasize, no final decisions have been made at this time. As a specific course of action develops, we will provide you with the latest information so you can respond to the concerns of your constituents.

Thank you again for allowing me the opportunity to brief you on this situation.

Sincerely,

David Camp
District Manager (A)

cc: Senator Mark Pryor
Senator Blanche Lincoln

420 NATURAL RESOURCES DRIVE
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DOCKET NO. 72913
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PROPOSAL TO CLOSE FORT SMITH ROGERS AVENUE STATION AND PROVIDE POST OFFICE BOX SERVICE THROUGH FORT SMITH DOWNTOWN STATION

DOCKET 72913

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Fort Smith Rogers Avenue Station located at 3400 Rogers Avenue in Fort Smith Arkansas and provide post office box delivery at Fort Smith Downtown Station located at 1020 Garrison Avenue approximately 1.73 miles away. Post Office Box customers would also have the option of city delivery service.

Fort Smith Rogers Avenue Station has 1,612 post office boxes with [redacted] or a total of [redacted] at the present time. Revenue transactions and walk in revenue along with workload have declined. These factors along with the availability of two other retail units within 2.94 miles (Fort Smith Downtown Station - 1.73 miles and the GMF/MPO located approximately 2.94 miles) the Postal Service feels that effective and regular service will continue to be provided.

At the present Rogers Avenue Station provides window service hours Monday thru Friday 8:00-4:30 pm and closed on Saturday. The lobby is open 24 hours per day seven days per week. Retail services include the sale of stamps, stamped paper and money orders along with special services along with the acceptance and dispatch of mail. Daily retail window transactions average is [redacted] Retail transaction receipts for the last three years were FY07 [redacted] FY08 $~~112~~ [redacted] FY09 $ [redacted] There are no permit mailers. $ [redacted] $ [redacted]

Upon implementation of this proposal; delivery and retail services will be provided for post office box customers at the Fort Smith Downtown Station located 1.73 miles from the Rogers Avenue Station. Window service hours at Fort Smith Downtown are 08:00 am – 4:30 pm Monday through Friday and closed on Saturday with the lobby open 24 hours per day. When the Roger Avenue Station boxes are moved to this location; post office customers will retain their same box number and zip code.

On November 12th, 2009 questionnaires were distributed to the delivery customers of the Fort Smith Rogers Avenue Station. It was discovered the questionnaires had the wrong station name of Fort Smith South. Supplements were mailed to the same customers on November 14th and 16th letting the customer know about the error and that the questionnaires were for their station at Fort Smith Rogers Avenue. Questionnaires were also made available over the counter for retail customers at Fort Smith Rogers Avenue. ~~158~~ 330 questionnaires were returned. ~~1~~ response was favorable, ~~121~~ 203 unfavorable, and ~~36~~ 81 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires.

1. Concern: Customers expressed concern on traveling further to pickup mail.

   Information: Customers who wish to retain their Post Office Box will have to travel 3.03 miles further to pick up their mail. There are 3 Stations within 5 miles of the Fort Smith South Station. The Fianna Station is 3.03 miles away, the General Mail Facility / Main Post Office is 4.26 miles away, and the Downtown Station is 4.94 miles away.

2. Concern: Customers expressed concern regarding the convenience of the station.

   Information: The Postal Service has seen record decline in mail volume which has reduced postal revenues. The Postal Service must adjust to remain operationally efficient. Effective and regular service will continue to be provided through the Fianna Station which is located 3.03 miles away.

3. Concern: Customer expressed concern on change of PO Box address.

   Information: Customers will be allowed to maintain their same PO Box number and ZIP Code eliminating to reprint business envelopes, letterhead and advertising material.

4. Concern: Customers expressed concern about possible loss of friendly atmosphere provided by staff.

   Information: The nearby offices will be able to provide the same professional service from clerk and carrier staff.

5. Customers concerned about an empty facility.

   Information: Fort Smith South Station is a leased facility. Money will be saved with the elimination of the lease.

6. Customers concerned about longer wait times for retail services at the other stations.

   Information: Customers have the option of purchasing stamps through our website, www.usps.com ,by phone at 1-800-STAMP24, or by mail. Cick-N-Ship, Change-of-Address and Hold Mail services are also available through our website.

7. Customers concerned about the station being a convenient location for senior citizens.

   Information: Customers have the option of city delivery service to their residence, which eliminates travel to pick up their mail. Numerous services offered through our website.

Some advantages to the final determination are:

1. Customers will continue to use the same mailing address and zip code.

2. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

Some disadvantages to the final determination are:

1. Loss of a retail outlet in the area.

2. Some customers will have to travel further.

Taking all available information into consideration, the Postal Service feels this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Fort Smith Rogers Avenue Station is located in the incorporated city of Fort Smith Arkansas and is located at the end of a shopping strip and is surrounded by a city park, and shopping centers with small retail businesses. Police and fire protection are provided by the City of Fort Smith. The Fort Smith area is comprised of approximately 54,000 citizens and the Postal Service currently has seven postal facilities throughout the city.

Nonpostal services provided by Fort Smith Rogers Avenue Station will be available at the Fort Smith Downtown Station. Government forms normally provided by the station will also be available at the Downtown station or by contacting the local government agency.

The following nonpostal concern was expressed on the returned questionnaires.

1. Concern: Customers expressed concern about impact on community.

   Information: There are 3 Stations within 5 miles of the Fort Smith South Station. The Fianna Station is 3.03 miles away, the General Mail Facility / Main Post Office is 4.26 miles away, and the Downtown Station is 4.94 miles away.

There will be no change in address/post office box number, city or zip code for customers being moved to Fort Smith Downtown Station.

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 clerks will be reassigned to the Fort Smith Downtown Station and maintain bidding status.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of $80,366.91 with a breakdown as follows:

Clerk Salaries & Benefits	[redacted]
Utilities	
Rental Costs, not including Utilities	$53,401.00
Total Annual Costs	[redacted]
Maintenance Labor	
Inter-Station mail transportation	
Total Annual Savings	

There will be a one time expense of Build-Out (includes remodel of Fort Smith Downtown box section accommodate box section currently located at Fort Smith Rogers Avenue Station/De postalized facility) [redacted]

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to consolidate Fort Smith Rogers Avenue Station and provide post office box delivery service through the Fort Smith Downtown Station located 1.73 miles away.

The clerks will be reassigned to the Fort Smith Downtown Station.

Workload has declined and there are two other postal retail outlets located within 2.94 miles.

Fort Smith Rogers Avenue is located in a residential and retail business area. It provides 37.50 hours of window service per week. Daily retail transactions average is [redacted] There are no permit mailers.

Post office will continue to provide effective and regular service. There will be a loss of a retail outlet. However, delivery and retail services will be available at the Fort Smith Downtown Station located 1.73 miles away. Customers retaining their post office box will continue to use the same address and zip code.
A disadvantage to some of our customers will be they have to travel further to pick up their mail and transact business.

There will be a one time expense of approximately $[redacted] depostalize the vacated office and to remodel the Downtown Station lobby area to fit the post office boxes from Rogers Avenue Station.
The Postal Service will save an estimated $[redacted]ally.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VI. NOTICES

A. Support Materials: This is a proposal. It is not a final determination to [redacted] gers Avenue Station.

12/3/09
Date

UNITED STATES
POSTAL SERVICE

November 23, 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 Fort Smith Rogers Avenue 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 Amy Proffitt, Post Office Review Coordinator (A), at 501-228-4171.

[redacted]

District Manager
Customer Service and Sales

Enclosures: One copy of record

Concurrence:

Vice President, Area Operations Southwest Area Date