



**San Diego California Area Local
American Postal Workers Union, AFL-CIO**

A2011-20

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Received

JUL 11 2011

July 7, 2011

Office of PAGR

Subject: Appeal of the closure of the La Mesa Annex, CA Station and Establish Service by City Delivery (Docket number 1369392-91942)

Postal Regulatory Commission
901 New York Ave, NW, Suite 200
Washington DC 20268-0001

To whom it may concern:

I am appealing the decision of the Postal Service to close the La Mesa Annex, CA Station and establish City Delivery. I use that Post Office to mail articles on a regular basis.

The Postal Service has totally misled their customers and the PRC into closing this station and has based this closure on blatantly erroneous facts. In their "Economic Savings" section of the document they maintain that the annual savings will be \$168,457 which breaks down as follows:

Clerk Savings-----	\$ 52,777
Fringe Benefits @33.5%-----	\$ 17,680
Annual Lease Costs-----	<u>+\$ 98,000</u>
 Total Annual Costs-----	 \$ 168,457
Less Annual Costs of Replacement Services----	<u>-\$ 0</u>
 Total Annual Savings-----	 \$168,457

The erroneous information is that there will be no clerk savings because that clerk will still be at that office during the day (there is only one window at his facility) because this office will still be a carrier annex, and the most erroneous and misleading figure is that they would save \$98,000 on the lease. The Postal Service is not closing this facility and would not save \$98,000. They are attempting to mislead the final decision makers that they will save \$168,457, when in fact there would be no savings at all.

In addition, in Fiscal Year 2010, this small window at this facility generated \$129,946 in revenue for the Postal Service according to there own statistics. How can the Postal



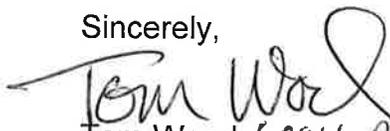
Service close a window service that generated \$129,946????

Additionally, the Postal Service maintains they will provide delivery and retail services by city delivery under the administrative responsibility of the Spring Valley Post Office, located two miles away. In fact, the Spring Valley Post Office is at least ten miles away.

I believe that the Postal Service is deliberately trying to mislead the public and the PRC into closing Post Offices that should not be closed, but in fact generate thousands of dollars every year.

Please reconsider keeping this window open at this facility. They are not closing the facility, just the one window service that is extremely successful and convenient!

Sincerely,


Tom Wood (CELL PHONE - 619-952-9198)

cc: Cliff Guffey, APWU President

Date of Posting:

Posting Round Date:



Date of Removal:

Removal Round Date:

**FINAL DETERMINATION TO CLOSE
THE LA MESA ANNEX, CA STATION
AND ESTABLISH
SERVICE BY CITY DELIVERY**

DOCKET NUMBER 1369392 - 91942

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the La Mesa Annex, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Spring Valley Post Office, located two miles away.

The office was studied for closing or consolidation due to the following reasons: This is one POS unit located inside a carrier annex. The building was not initially designed as a retail site. The POS unit was installed ad hoc. We are only removing the retail, the carriers will remain. Customers will be served from the La Mesa Post Office and other nearby surrounding USPS facilities.

The La Mesa Annex Station, an EAS-21 level, provided service from 10:00-16:00 Monday - Friday 10:00-13:00 Saturday and lobby hours of 0 on Monday - Friday and 0 on Saturday to no Post Office box customers and 20,069 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 56 transaction(s) accounting for 72 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by city delivery. Office receipts for the last 3 years were: \$39,365 (103 revenue units) in FY 2008; \$117,982 (308 revenue units) in FY 2009; and \$129,946 (339 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 10, 2011, representatives from the Postal Service were available at La Mesa Spring Valley Station to answer questions and provide information to customers. 5 customer(s) attended the meeting.

On May 10, 2011, 25 questionnaires were distributed to delivery customers of the La Mesa Annex Station. Questionnaires were also available over the counter for retail customers at the La Mesa Annex Station . 25 questionnaires were returned. 0 responses were favorable, 12 unfavorable, and 13 expressed no opinion regarding the proposed alternate service.

When this final determination is implemented, delivery and retail services will be provided by the Spring Valley Post Office, an EAS-22 level office. Window service hours at the Spring Valley Post Office are from 10:00-16:00, Monday through Friday, and 10:00-13:00 on Saturday. There are 0 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- 1. Concern:** Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response: The customer expressed a concern that you prefer the customer service at the La Mesa Annex instead of the Grossmont and La Mesa Finance Stations. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster
- 2. Concern:** You expressed a concern about dropping off packages daily.

Response: We value our customer's input and again thank you for the survey you sent to us. We appreciate your daily business. I have forwarded your concern about the daily drop off of packages to the La Mesa Postmaster. A representative from the La Mesa Post Office will be contacting you.
- 3. Concern:** You expressed a concern about picking up vacation hold mail.

Response: We value our customer's input and again thank you for the survey you sent us. The pick up of all vacation hold mail and any accountable mail for your address will still be available for pick up at the La Mesa Annex at 6055 Lake Murray.
- 4. Concern:** You were concerned about having to travel to another post office for service

Response: We value our customer's input. You expressed a concern about the inconvenience a consolidation of the La Mesa Annex retail would cause. I know you'll be glad to hear there are three Post Offices located near the current La Mesa Annex. The Grossmont Station, the La Mesa Finance (8064 Allison Ave), and the Navajo Post Office (6519 Bisby Lake Ave) all are within 3 miles from the La Mesa Annex and have full retail windows for your products and services.

5. **Concern:**

You were concerned about having to travel to another post office for service

Response:

We value our customer's input. You expressed a concern about the inconvenience a consolidation of the La Mesa Annex retail would cause. I know you'll be glad to hear there are three Post Offices located near the current La Mesa Annex. The Grossmont Station, the La Mesa Finance (8064 Allison Ave), and the Navajo Post Office (6519 Bisby Lake Ave) all are within 3 miles from the La Mesa Annex and have full retail windows for your products and services. The retail window at La Mesa Finance and the Navajo Post Office are open on Saturdays for all your postal needs.

6. **Concern:**

You were concerned about the pick up of vacation hold and notice left articles.

Response:

We value our customer's input. You expressed a concern about the pick up of vacation hold and notice left articles. Vacation hold and notice left articles will still be picked up from the La Mesa annex where the carriers.

Some advantages of the final determination are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the final determination are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

This final determination to close the La Mesa Annex Station was posted with an invitation for comment at the La Mesa Annex Station and Spring Valley Post Office from June 01, 2011 to August 02, 2011. The following additional concerns were received during the proposal posting period:

NONE

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

II. EFFECT ON COMMUNITY

La Mesa Annex is not an incorporated community located in San Diego County. The community is administered politically by La Mesa City Government. Police protection is provided by the La Mesa Police. Fire protection is provided by the La Mesa Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: <http://www.google.com/search?hl=en&q=local+businesses+in+91942&aq=f&aqj=&aqi=&aqoq=>. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the La Mesa Annex Station will be available at the Spring Valley Post Office. Government forms normally provided by the Post Office will also be available at the Spring Valley Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

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

III. EFFECT ON EMPLOYEES

Any employees assigned to this office will be reassigned to another facility.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 168,457 with a breakdown as follows:

Clerk Savings	\$ 52,777
Fringe Benefits @ 33.5%	\$ 17,680
Annual Lease Costs	+ \$ 98,000
Total Annual Costs	\$ 168,457
Less Annual Cost of Replacement Service	- \$ 0
Total Annual Savings	\$ 168,457

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the La Mesa Annex, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Spring Valley Post Office, located two miles away.

The La Mesa Annex Station provided delivery service to 20,069 customers and no PO Box customers. The daily retail window transactions averaged 56. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$168,457 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the La Mesa Annex Station and Spring Valley Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the La Mesa Annex Station may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at La Mesa Annex Station and Spring Valley Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

06/08/2011
Date