Postal Regulatory Commission
Submitted 8/10/2011 2:51:21 PM
Filing ID: 74630
Accepted 8/10/2011

BIGELOW Docket: 1354949 - 72016		
Page	Document	
1.	Request/approval to study for discontinuance (*12/07/2010*)	☑
2.	Notice (if appropriate) to Headquarters of suspension	☑
3.	Notice (if appropriate) to customers/district personnel of suspension	☑
4.	Highway map with community highlighted (*12/15/2010*)	☑
5.	Eviction notice (if appropriate) (*12/15/2010*)	☑
6.	Building inspection report and original photos of building deficiencies (if appropriate) (*12/15/2010*)	☑
7.	Post Office and community photos (*12/15/2010*)	☑
8.	PS Form 150, Postmaster Workload Information (*12/17/2010*)	☑
9.	Worksheet for calculating work service credit (*03/24/2011*)	☑
10.	Window transaction record (*01/26/2011*)	☑
11.	Record of incoming mail (*01/26/2011*)	☑
12.	Record of dispatched mail (*01/26/2011*)	☑
13.	Administrative postmaster/OIC comments (*12/03/2010*)	☑
14.	Inspection Service/local law enforcement vandalism reports (*12/15/2010*)	☑
15.	Post Office fact sheet (*02/12/2011*)	☑
16.	Community fact sheet (*02/12/2011*)	☑
17.	Alternate service options/cost analysis (*02/12/2011*)	☑
18.	Form 4920, Post Office Fact Sheet (*03/08/2011*)	☑
19.	Recomendation and Service Replacement Type (*02/22/2011*)	☑
20.	Questionnaire instruction letter to postmaster/OIC (*03/24/2011*)	☑
21.	Cover letter, questionnaire, and enclosures (*03/04/2011*)	☑
22.	Returned customer questionnaires and Postal Service response letters (*03/04/2011*)	☑
23.	Analysis of questionnaires (*03/24/2011*)	☑
24.	Community meeting roster (*03/21/2011*)	☑
25.	Community meeting analysis (*03/21/2011*)	☑

26.	Community meeting letter **(Need to set before questionnaire if not held before)** (*03/24/2011*)	☑
27.	Petition and Postal Service response letter (if appropriate) (*01/01/1900*)	☑
28.	Congressional inquiry and Postal Service response letter (if appropriate) (*02/23/2011*)	☑
29.	Proposal checklist (*03/08/2011*)	☑
30.	District notification to Government Affairs (*03/31/2011*)	☑
31.	Instructions to postmaster/OIC to post proposal (*03/30/2011*)	☑
32.	Invitation for comments exhibit (*03/31/2011*)	☑
33.	Proposal exhibit	☑
34.	Comment form exhibit (*03/29/2011*)	☑
35.	Instructions for postmaster/OIC to remove proposal (*06/06/2011*)	☑
36.	Round-date stamped proposals and invitations for comments from affected offices (*06/08/2011*)	☑
37.	Notification of taking proposal and comments under internal consideration (*06/06/2011*)	☑
38.	Customer comments and Postal Service response letters (*06/08/2011*)	☑
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	☑
40.	Analysis of comments (*06/08/2011*)	☑
41.	Revised proposal (if appropriate) (*03/29/2011*)	☑
42.	Updated PS Form 4920 (if appropriate) (*03/08/2011*)	☑
43.	Certification of record (*06/08/2011*)	☑
44.	Log of Post Office discontinuance actions (*06/08/2011*)	☑

UNITED STATES POSTAL SERVICE

12/07/2010

DAVID CAMP
DISTRICT MANAGER
ARKANSAS PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the AR02 congressional district.

Post Office Name:	BIGELOW
Zip+4 Code:	72016-9998
EAS Level:	16
Finance Number:	040828
County:	PERRY
Proposed Admin Office:	CONWAY PO
ADMIN Miles Away:	12.5
Near Office Name:	HOUSTON PO
Near Miles Away:	2.0
Number of Customers:	
Post Office Box:	256
General Delivery:	0
Rural Route (RR):	1,058
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	1,314
ZIP Code Change:	Yes ☐ NO ☑ ZIP Code

The above office became vacant when the postmaster was reassigned on 07/31/2010.

This office is vacant and earns 4.3 hours per day

HILLREY ADAMS
Manager, Post Office Operations

Approval to Study for Discontinuance:

DAVID CAMP
DISTRICT MANAGER
ARKANSAS PFC

12/07/2010
DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES POSTAL SERVICE®

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: BIGELOW
State: AR
Zip Code: 72016
Area: SOUTHWEST
District: ARKANSAS PFC
Congressional District: AR02
County: PERRY
EAS Grade: 16
Finance Number: 040828
Post Office: ☑
Classified Station ☐
Classified Branch ☐
CPO ☐

- **There was no Emergancy Supension for this office**

Prepared by: Jackie Stubitsch
Date: 12/15/2010
Title: ARKANSAS PFC Post Office Review Coordinator
Tele No: (501) 228-4171
Fax No: (650) 577-5059

UNITED STATES POSTAL SERVICE

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: BIGELOW
State: AR
Zip Code: 72016
Area: SOUTHWEST
District: ARKANSAS PFC
Congressional District: AR02
County: PERRY
EAS Grade: 16
Finance Number: 040828

Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergancy Supension for this office

Prepared by: Jackie Stubitsch
Date: 12/15/2010
Title: ARKANSAS PFC Post Office Review Coordinator
Tele No: (501) 228-4171
Fax No: (650) 577-5059

mapquest

Trip to:
Bigelow, AR 72016-5026
12.54 miles
23 minutes

Notes

Bigelow to Conway

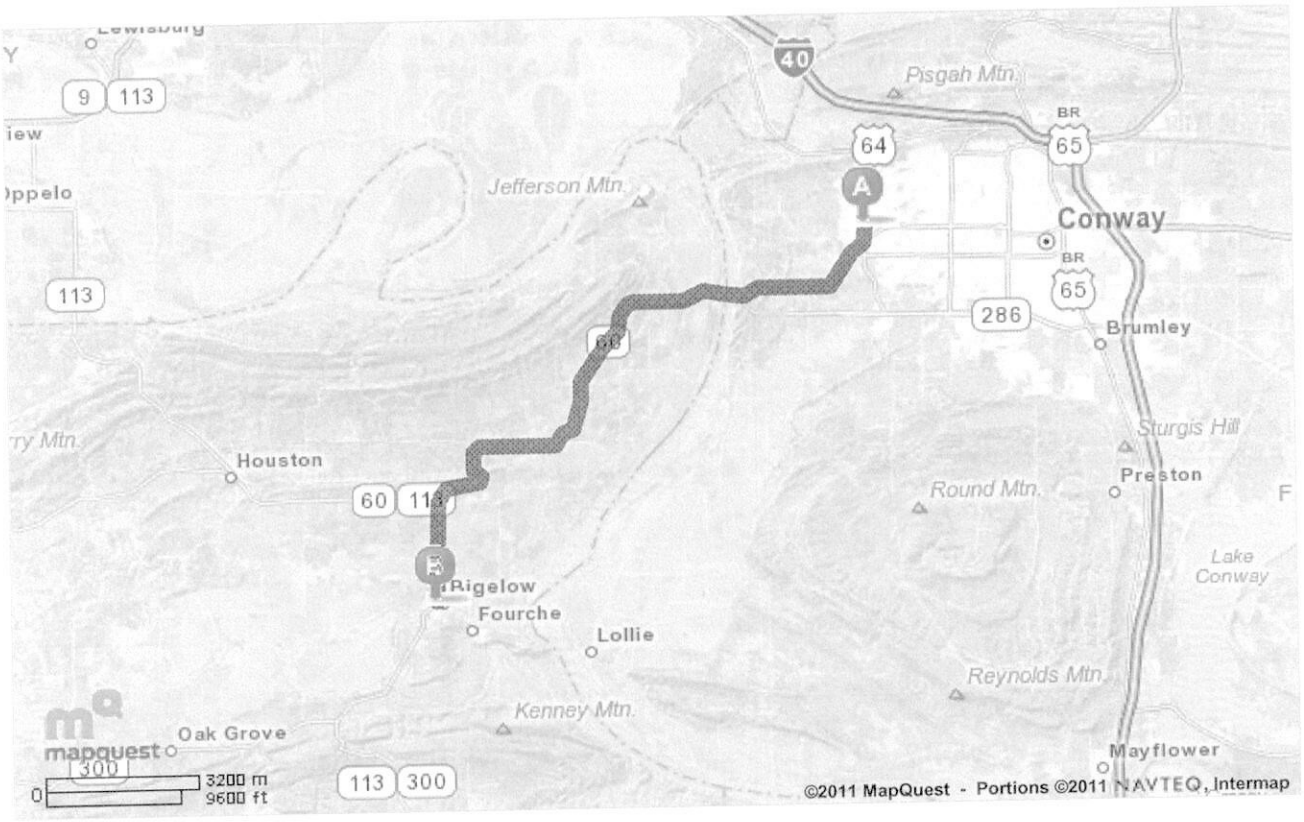
DOCKET NO. 1354949
ITEM NO. 4
PAGE A

		Miles Per Section	Miles Driven
A	**1060 Hogan Ln** Conway, AR 72034-8126		
●	1. Start out going SOUTH on HOGAN LN / HOGAN RD toward MCDOWELL DR.	**Go 0.4 Mi**	0.4 mi
↱	2. Turn RIGHT onto PRINCE ST / HIGHWAY 60 W. *PRINCE ST is 0.1 miles past MALLARD LN*	**Go 2.8 Mi**	3.2 mi
↑ 60	3. PRINCE ST / HIGHWAY 60 W becomes AR-60 / AR 60 HWY E.	**Go 7.7 Mi**	10.8 mi
↰ 113	4. Turn LEFT onto AR-113. *If you reach WARE LN you've gone a little too far*	**Go 1.7 Mi**	12.5 mi
●	5. Welcome to BIGELOW, AR 72016. *Your destination is just past W 2ND ST* *If you reach N HOLDEN you've gone a little too far*	**Go 0.01 Mi**	12.5 mi
B	**Bigelow, AR 72016-5026**	**12.5 mi**	**12.5 mi**

Total Travel Estimate: **12.54 miles - about 23 minutes**

Docket # A2011-29 000006 Bigelow, AR 72016

DOCKET NO. 13S4949
ITEM NO. 4
PAGE 3



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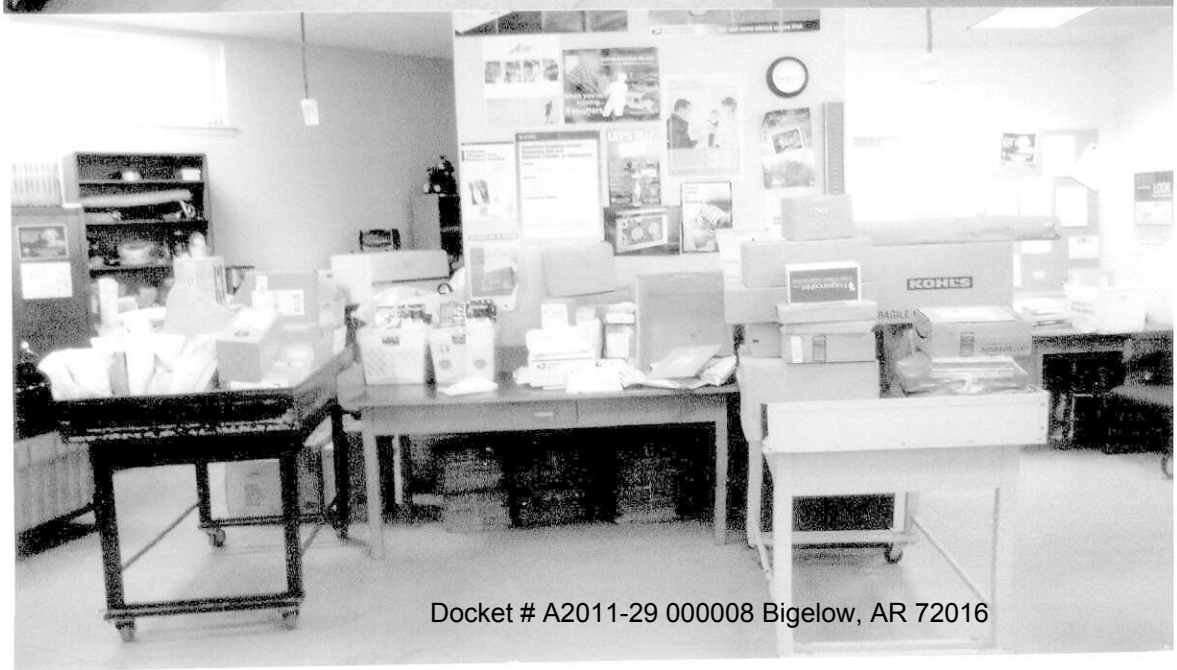
Docket # A2011-29 000007 Bigelow, AR 72016

DOCKET NO. 135494
ITEM NO. 7
PAGE

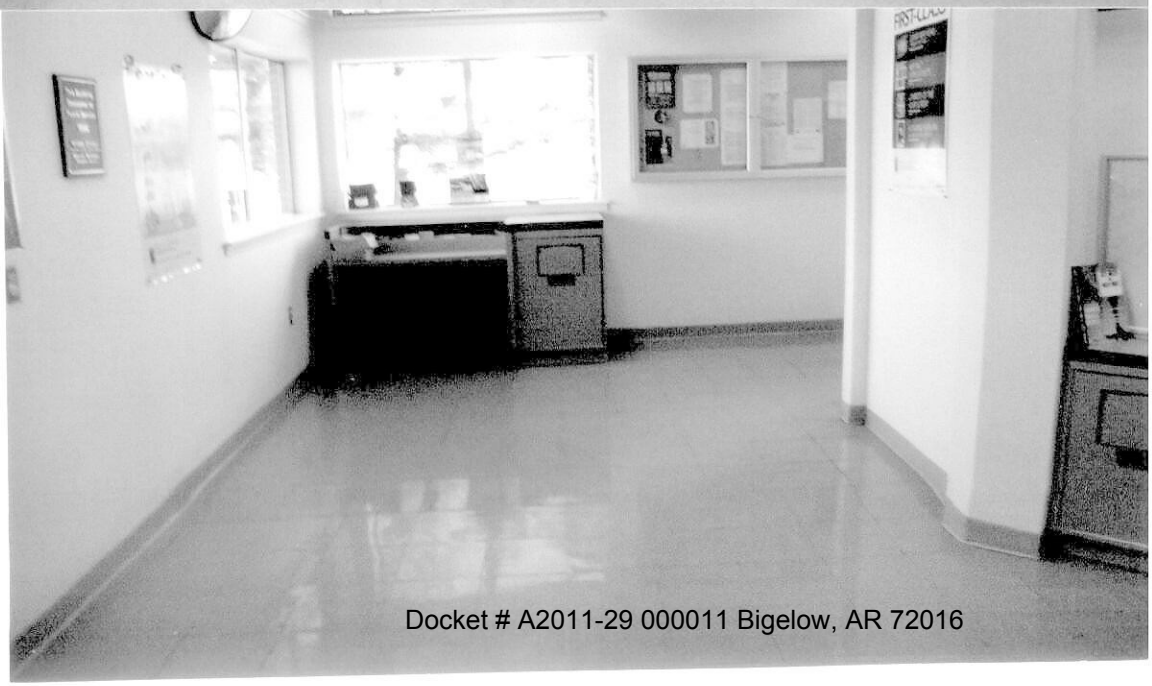


Docket # A2011-29 000008 Bigelow, AR 72016

DOCKET NO. 1354949
ITEM NO. 7
PAGE 8

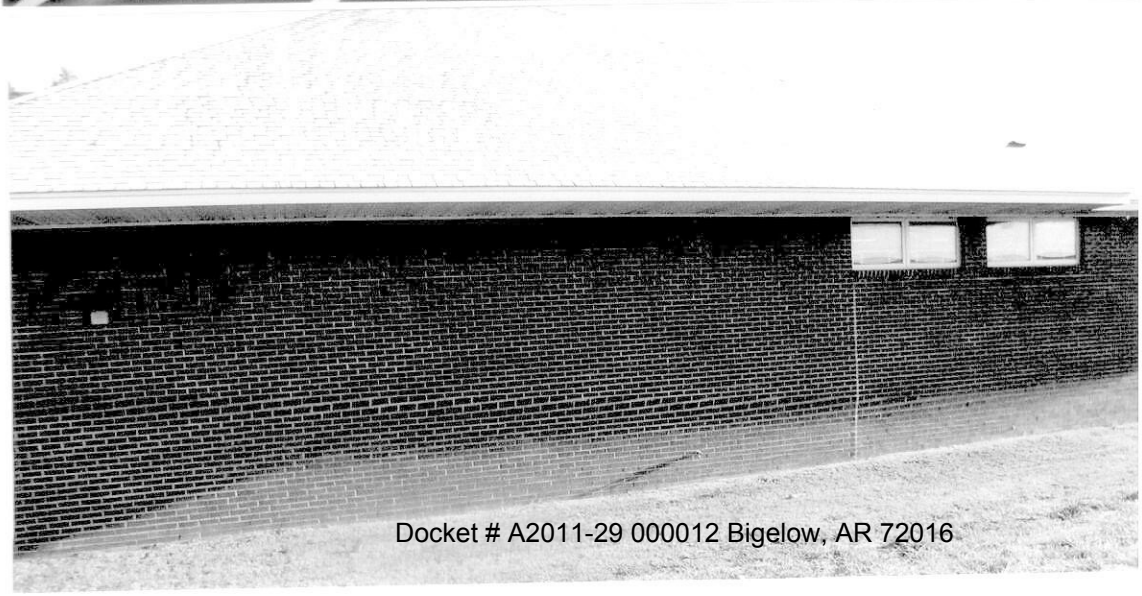
DOCKET NO. 135494
ITEM NO. 1
PAGE 2

DOCKET NO. 1354949
ITEM NO. 1
PAGE 1



Docket # A2011-29 000011 Bigelow, AR 72016

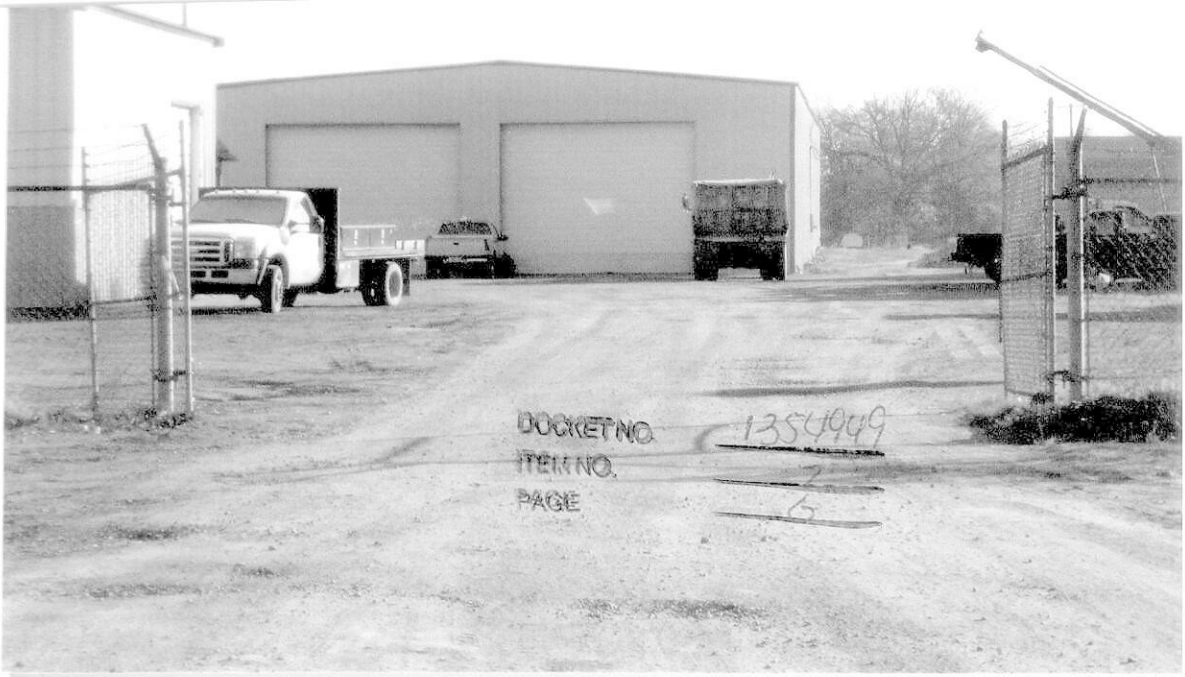
DOCKET NO. 13S4969
ITEM NO. 7
PAGE 5



Docket # A2011-29 000012 Bigelow, AR 72016

DOCKET NO. 13549-19
ITEM NO. 7
PAGE 1

Johnson Brothers



Farmers Bank

Elementary School

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code BIGELOW, AR 72016	Postmaster's Signature KGN9SX	Date 12/16/2010
District Office, State & Zip Code ARKANSAS PFC, AR 72205	District Manager's Signature KHRGFT	Date 12/17/2010
(Check Box) ☑ Vacancy ☐ Management Review ☐ RFR	See Instructions on Reverse	

1. Current Office Level		16
2. Finance Number	(1-6)	040828
3. General Delivery Families Served	(7-9)	0
4. Post Office Boxes/Call Boxes Rented	(10-15)	256
5. Possible City Deliveries	(16-20)	0
6. Administrative Rural Boxes Served	(21-25)	1,058
7. Intermediate Rural Boxes Served	(26-30)	0
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12. Number of Carrier Stations/Branches	(48-49)	0
13. Number of Finance Stations/Branches	(50-51)	0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a. Does Office Experience A Seasonal Workload? *(box one "Y" of yes, "N" for no)* *(If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)*	(54)	N
15b. Duration of Experience A Seasonal Workload? *(minimum or 8 weeks)*	(55-56)	0
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23. Is Postmaster Lessor for Government Owned Building?	(64)	N
24. Does Office Have MPLSM/SPLSM?	(65)	N
25. Does Office Distribute Food Stamps?	(65)	N

PS Form **150**, January 1983

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	256	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	1,058	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

Instructions

1. Enter current evaluated office level.
2. Enter the 6 digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes *rented*. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.
13. Enter the number of classified finance stations and/or branches *(without carrier delivery service)* staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
    (a) A contract station is a detached finance unit manned by non-postal employees.
    (b) A rural station is a post office box delivery unit serviced by a rural carrier.
    (c) A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all incoming letter size mail to city, rural and/or star routes?
20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute food stamps?

PS Form 150, January 1983 *(Reverse)*

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: BIGELOW
Office Zip+4: 72016 -9998 District: ARKANSAS PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	256	X 1.0	=	256
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	1,058	X 1.0	=	1,058
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				1,314

Revenue WSCs

First	25 revenue units:	1.00	X 25	units	=	25.00
Next	275 revenue units:	0.50	X 97	units	=	48.50
Next	700 revenue units:	0.25	X 0	units	=	0.00
Next	5000 revenue units:	0.10	X 0	units	=	0.00
	Balance of revenue units:	0.01	X 0	units	=	0.00
	Total revenue WSCs:					73.50

Activity WSCs 1314 + Revenue WSCs = 73.50 Base WSCs 1,387.50 = EAS Grade 15

Previous evaluation: EAS grade 16

Effective date of change in service hours: _____ (if appropriate)
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

JACKIE STUBITSCH
Printed Name

JACKIE.M.STUBITSCH@USPS.GOV
Signature

ARKANSAS PFC District Review Coordinator
Title

03/24/2011
Date

Window Transaction Survey

PO Name: BIGELOW ZIP+4: 72016 - 9998 Completed By: JACKIE STUBITSCH

Survey Period: 12/04/2010 through 12/17/2010

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

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 12/04	3	3	0	0	1	0	3	7
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	18	15	0	0	4	1	8	8
Tue - 12/07	17	5	0	0	1	2	2	6
Wed - 12/08	9	12	0	0	1	1	5	3
Thu - 12/09	10	2	0	0	2	3	6	5
Fri - 12/10	16	11	0	0	0	3	6	5
Sat - 12/11	4	8	0	0	0	2	1	1
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	35	12	0	0	1	9	6	7
Tue - 12/14	30	5	0	0	3	0	4	2
Wed - 12/15	21	15	0	0	2	5	4	5
Thu - 12/16	23	10	0	0	1	3	5	6
Fri - 12/17	24	11	0	0	0	3	6	4
TOTALS	210	109	0	0	16	32	56	59
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	13.6	9.8	0.0	0.0	3.8	4.8	8.3	5.8

Average Number Daily Transactions: 40.2 Average Daily Retail Workload in Minutes: 46.1

Docket # A2011-29 000018 Bigelow, AR 72016

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: BIGELOW 72016 - 9998
Dates Recorded: 12/04/2010 through 12/17/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/04	3631	0	230	0	43	38	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	4865	0	470	1000	105	58	0	0
Tue - 12/07	4137	0	2360	0	34	73	0	0
Wed - 12/08	4098	0	860	0	54	27	0	0
Thu - 12/09	3306	0	750	0	55	29	0	0
Fri - 12/10	3033	0	440	0	58	51	0	0
Sat - 12/11	2645	0	630	0	65	55	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	3647	0	700	0	75	72	0	0
Tue - 12/14	3079	0	570	0	28	36	0	0
Wed - 12/15	4408	0	630	0	37	84	0	0
Thu - 12/16	2538	0	340	0	57	59	0	0
Fri - 12/17	2769	0	410	0	54	25	0	0
TOTALS	42,156	0	8,390	1,000	665	607	0	0
Daily Average	3,513.0	0.0	699.2	83.3	55.4	50.6	0.0	0.0

Signature of Person Making Count: JACKIE STUBITSCH
Printed Name: JACKIE.M.STUBITSCH@USPS.GOV
Date: 01/26/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

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

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4: BIGELOW 72016 - 9998
Dates Recorded: 12/04/2010 through 12/17/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/04	295	0	2	0	4	0	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	813	0	14	0	8	4	0	0
Tue - 12/07	375	0	3	0	3	0	0	0
Wed - 12/08	297	0	3	0	9	3	0	0
Thu - 12/09	349	0	1	0	9	0	0	0
Fri - 12/10	542	0	33	0	14	1	0	0
Sat - 12/11	308	0	0	0	4	1	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	730	0	7	0	6	9	0	0
Tue - 12/14	384	0	5	0	4	4	0	0
Wed - 12/15	528	0	2	0	2	15	0	0
Thu - 12/16	1212	0	8	0	4	8	0	0
Fri - 12/17	933	0	7	0	22	1	0	0
TOTALS	6,766	0	85	0	665	46	0	0
Daily Average	563.8	0.0	7.1	0.0	55.4	3.8	0.0	0.0

Signature of Person Making Count: JACKIE STUBITSCH
Printed Name: JACKIE.M.STUBITSCH@USPS.GOV
Date: 01/26/11

UNITED STATES POSTAL SERVICE®

12/03/2010

OIC/POSTMASTER

SUBJECT: BIGELOW Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the BIGELOW Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the BIGELOW Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to JACKIE STUBITSCH by 12/17/2010. This information will be entered into the official record for public viewing.

Post Office Box	256
General Delivery	0
Rural Route (RR)	1,058
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	1,314

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

no comments provided by the OIC

JACKIE STUBITSCH
Post Office Review Coordinator

Comments:

Bigelow Operations: · Postmaster Level 16 – Vacant · Clerk Level 4 – LDC 47 FY 10 – 371 work hours · 2 rural routes relocate to Conway MPO (West) will add 9.5 total daily miles based on 1st & last stops. · 410 PO Boxes installed – 255 Rented: § #1 Boxes – 224 § #2 Boxes – 18 § #3 Boxes – 11 § #4 Boxes - 2 · Growth rate: -0.10% · FY 10 Walk-in Revenue: $44,828 · Closest Retail - Distance from Bigelow to Houston MPO is 5.5 miles

cc: Official Record

12/15/2010

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the BIGELOW Post Office, 72016 - 9998, located in PERRY County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JACKIE STUBITSCH
Post Office Review Coordinator
ARKANSAS PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

no response

cc: Official Record

Post Office Survey Sheet

Post Office Name	BIGELOW	ZIP+4	72016-9998
Congressional District	AR02	Date	02/12/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
   The owner of the building had informed us that we either need to purchase the building or vacate it. After we started the study, the owner had changed his mind.

2. Is the facility accessible to persons with disabilities? ☑ Yes ☐ No

3. Lease terms? 30-day cancellation clause? 05/21/2012 No 30-day cancellation clause $29493 annually

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
   No

5. List potential CPO sites.
   Farmers and Merchants Bank (across from current Post Office in Bigelow)

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

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
   Postmaster postition is vacant, current PTF will retire in April 2011, 2 rural routes will re-locate to the Conway Post Office

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
   recieved approx 6:30, dispatched 5:30. Collection box will be retained. CPU will be opened

How Post Office boxes are installed?	410	
How Post Office boxes are used?	256	
What are the window service hours?	07:30 - 12:00, 13:30 - 16:00	M-F
	07:30 - 10:00	S
What are the lobby hours?	24	M-F
	24	S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
   no

Post Office Survey Sheet *(continued)*

10. What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?
n/a

11. List potential CBU/parcel lockers sites and distances from present Post Office site.
Farmers and Merchants Bank (across from current Post Office in Bigelow)

12. Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?
n/a

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	
b.	Will this change result in the route being overburned?	☐ Yes ☑ No
	If so, what accommodations will be made to adjust the route?	see attached
c.	How many boxes and miles will be added to the route?	0, box 24 Miles
d.	What would be the additional annual expense if the route is increased?	18151
e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	10:00
	Will this delivery time be affected if the office is discontinued? (Y or N)	☐ Yes ☑ No
	If so, how?	0

14. Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how? ☐ Yes ☑ No

Community Survey Sheet

Post Office Name	BIGELOW	ZIP+4	72016-9998
Congressional District	AR02	Date	02/12/2011

1. Incorporated? ☐ Yes ☑ No

Local government provided by:	City of Bigelow
Police protection provided by:	Perry Co Police Department
Fire protection provided by:	Bigelow Fire Department
School location:	Bigelow

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

Post Office Name: Bigelow, AR ZIP Code: 72016 Total Population: Total Households: 2010 2,807 2010 1,039 2015 2,786 2015 1,034 Projected Annual Household Growth Rate: -0.10% Facility Planning 2010 Dataset
http://56.72.29.105/req/GrowthResults10.cfm

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

Population Growth Bigelow, AR 72016 Arkansas United States 2009 Population 2,672 2,882,647 306,069,955 Population Change Since 1990 56% 23% 23% Population Change Since 2000 7% 8% 9%
http://www.clrsearch.com/72016_Demographics/Population_Growth_Statistics

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.)

Bigelow didn't exist by its current name until 1911. It used to be called "Esau" -- a community a few miles southwest of the present Toadsuck Ferry Bridge that grew to touch the edge of the small town of Fourche. In 1911, Fourche River Mill owner, N.P. Bigelow, built an elaborate white house of the best lumber on a hill above the town. He was elected mayor, and then gained permission from the state's General Assembly to change the name of Esau to Bigelow. It was at one time the biggest town in the county; a vote was taken to move the county seat from Perryville to Bigelow, Bigelow won the vote, but the move was never made.

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

commuters, self-employed

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?

public bulletin board

Highway Contract Route Cost Analysis Form

Highway Contract Route
Estimated Cost for Alternative Service

Office Name: BIGELOW
Office Zip+4: 72016 -9998 District: ARKANSAS PFC

1.	Enter the number of additional boxes to be added to the route	0	x 3.64 hours per year	0.00
2.	Enter the number of additional miles to be added to the route	0.00	x 10.40 hours per year	0.00
			Total time added to the route	0.00
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)			0.00
			Total additional compensation (HCR hourly rate x total time added to the route)	0.00

Rural Route Cost Analysis Form

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

Office Name: BIGELOW
Office Zip+4: 72016 -9998 District: ARKANSAS PFC

1.	Enter the number of additional boxes to be added to the rural route	0		
2.	Enter the number of additional miles to be added to the route	50.00		
	Total (additional boxes x volume factor)			0.00
3.	Enter the number of additional boxes to be added to the rural route	0		
	Centralized boxes	0.00	x 1.00 Min	0.00
	Regular L route boxes	0.00	x 1.82 Min	0.00
	Regular Non-L route boxes	0.00	x 2.00 Min	0.00
	Total additional box allowance			0.00
4.	Enter the number of additional daily miles to be added to the rural route	50.00	x 12 Mileage Standard	600.00
	Total additional minutes per week (miles carried to two decimal places)			600.00
5.	Total additional annual minutes (additional minutes per week year)	600.00	x 52 Weeks	31,200.00
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	31,200.00	/ 60 Minutes	520.00
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	0.00		
	Total Annual Cost (additional annual hours x rural cost per hour)			0.00
8.	Enter lock pouch allowance (if applicable)			0.00
	Total annual cost for alternate service (annual cost minus lock pouch allowance)			0.00

DOCKET NO. 1354949
ITEM NO. 17
PAGE 5

Bigelow to Conway

Rt 1 = +2240.39 Salary & EMA

Rt 2 = +9546.02 Salary & EMA

Total Cost = $11,786.41

Bigelow - (High)

J002 47:54 J44 Step 12

= $59,876 (High option)

to Conway

+25.15 miles = 301.80 ÷ 60 = 5.03 hrs

Col 17 + 10.8 min

Dism/Dist + 3.22 min

5.03 + (10.8 + 3.22) = 14.02 = +.23 = 5.26 hrs

47.90 + 5.26 = 53.16 (53:10)

= K44 new eval

= $59,876 new salary

= + 0 Reg

-3935 Relief salary + 8658 new Relief salary

= $+4,723 Change in Relief days

EMA =

25.15m X 302 = 7595.30 X .635 cents

= $4,823.02

= +9,546.02 salary EMA R+2

Bigelow -

J001 49:24 J45 (High) St

$60,436 (High option)

to Conway

+7.0 miles = 84.00 ÷ 60 =

Col 17 + 11.07 min

Dism/Dist + 3.36 min

1.40 + .23 (:14 min) = 1.63

49:40 + 1.63 = 51.03 (51

= K43 (no option) new eva

= $56,611 new salary

= $-3,825 Reg.

-3935 Relief salary + 8,658 = new Relief

= +4723 Relief sub

= + 898.00 Diff salar

EMA =

7.0m X 302 = 2114 X .635 cen

= $1,342.39

= $2,240.39 salary EMA R+1

Docket # A2011-29 000029 Bigelow, AR 72016

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared: 03/08/2011

2. Post Office Name	3. State and ZIP + 4 Code		
BIGELOW	AR, 72016-9998		
4. District, Customer Service	**5. Area, Customer Service**	**6. County**	**7. Congressional District**
ARKANSAS PFC	SOUTHWEST	PERRY	AR02

8. Reason for Proposal to Discontinue: This office is vacant and earns 4.3 hours per day

9. PO Emergency Suspend *(Reason and Date)*: No Suspension

10. Proposed Permanent Alternate Service:

11. Staffing

a. [ ] PM [✓] PM Vacancy Reason & Date: was reassigned
Occupied 07/31/2010

b. [✓] OIC [ ] Career [ ] Non-Career

c. Current PM POSITION Level (150)EAS-16 — Downgraded from EAS-16

d. No of Clerks- 1 — No of Career- 1 — No of Non-Career- 0

e. No of Others- 3 — No of Career- 2 — No of Non-Career- 1

12. Hours of Service

a. Time M-F	Sat	Total Window Hours Per Week
07:30 - 12:00, 13:30 - 16:00	07:30 - 10:00	
a. Lobby Time M-F	Sat	
24	24	37.50

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	256
c. City Delivery	0
d. Rural Delivery	1,058
e. Highway Contract Route Box	0
f. Total	1,314
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	40.20

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	3,513	563
b. Newspaper	782	7
c. Parcel	106	11
d. Other	0	0
e. Total	4,401	581
f. No. of Postage Meters		1
g. No. of Permits		0

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008	$ 55,423	$ 73757	$24,709
2009	$ 50,845		
2010	$ 46,897		

16a. Quarters

[ ] Postal Owned [✓] Leased *(if Leased, Expiration Date)* 05/21/2012 — Annual Lease $ 29493

30-day cancellation clause? [ ] Yes [✓] No — Evicted? [ ] Yes [✓] No (if Yes, must vacate by)

Located in: [ ] Business [ ] Home [ ] Other — Suitable alternate quarters available? [ ] Yes [✓] No

16b. Explain:

17. Schools, Churches and Organization in Service Area: No: 10

Anne Watson Elementary Bigelow High School Bigelow Baptist Church Church of Christ Assembly of God St Boniface Bethel AME Chruch New Beginnings Soul's Anchor Church Wye Church

19. Administrative/Emanating Office *(Proposed)*:

Name CONWAY PO — EAS Level 22 — Miles Away 12.5
Window Service Hours: M-F 09:00 16:30 — SAT 10:00 12:00
Lobby Hours: M-F 24 hrs — SAT 24 hrs
PO Boxes Available: 289

18. Businesses in Service Area: No: 53

Fast Way Farmers Bank Double D Feed City of Fourche City of Bigelow Reeds Construction Johnson Bros Rockwaller Farm Toadsuck Storage Duffer Digest Foreign Car Repair Hammerle Lawncare Wilson Security Zulpo Construction River Valley Classic Landscaping FJ Winc Woodland Insurance Lipsmeyer Construction Oaks Brothers Tax Services Complete Forms TSOS Jody's Hair and Nails Nutt Farms Mad Tax Service Stanton Drapes Minchew Advertising Hwy 60 Mini Storage Hair Shack ECC Zinser Farms Toadsuck Water Co Carden Farms Tie Downs Inc Weaver and Son Hightower Construction Buchanan Rentals Corp of Engineers Gary's Car Restoration Huff Music Harding Drywall Koch Realty Whispering Horse Farms Hills Flooring The Store Native Works Wing Spur Inc Fagan Construction Fogler Construction Guenther Construction Pulaski Fire Department Wye Mountain Candles

20. Nearest Post Office *(if different from above)*:

Name HOUSTON PO — EAS Level 15 — Miles Away 2.0
Window Service Hours: M-F 09:00 16:30 — SAT 10:00 12:00
Lobby Hours: M-F 24 hrs — SAT 24 hrs
PO Boxes Available: 289

21. Prepared by

Printed Name and Title	Signature	Telephone No. AC ()
JACKIE STUBITSCH	*JACKIE STUBITSCH*	(501) 228-4171
PO Discontinuance Coordinator Name	**Telephone No. AC ()**	**Location**
JACKIE STUBITSCH	(501) 228-4171	LITTLE ROCK, AR

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE®

A. Office

Name: BIGELOW State: AR Zip Code: 72016
Area: SOUTHWEST District: ARKANSAS PFC
Congressional District: AR02 County: PERRY
EAS Grade: 16 Finance Number: 040828
Post Office: ☑ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Jackie Stubitsch Date: 03/24/2011
Title: ARKANSAS PFC Post Office Review Coordinator
Tele No: (501) 228-4171 Fax No: (650) 577-5059

03/04/11

OIC/POSTMASTER

SUBJECT: BIGELOW Post Office

Enclosed are questionnaires addressed to customers of the BIGELOW Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/17/11 for further review.

Jackie Stubitsch
Post Office Review Coordinator
Enclosures

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

DOCKET NO. 1354949
ITEM NO. 21
PAGE 1

March 4, 2011

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude it will continue to provide a maximum degree of regular and effective service.

The Postal Service would like to get your opinion about your current postal service. In order to provide feedback, we have enclosed a questionnaire to complete. Please return the enclosed questionnaire by using the pre-addressed envelope provided.

Postal representatives will be at the Anne Watson Elementary School on March 17, 2011, from 5:30 pm – 6:30 pm to answer questions and provide information about our service. The school is located at 2768 Highway 60 East. Questionnaires will be accepted through the date of the meeting, March 17.

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

Sincerely,

Cary Chism
Manager, Consumer Affairs & Claims

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

UNITED STATES POSTAL SERVICE

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

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

MAILING PACKAGES

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

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☐ NO

If yes, please explain: _____

_____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock AR 72205-9631

UNITED STATES POSTAL SERVICE®

03/24/2011

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the BIGELOW Post Office should be pursued, a formal proposal will be posted in the BIGELOW Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

Hillrey Adams
Manager, Post Office Operations
420 Natural Resources Dr
Little Rock, AR, 72205-4100

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the BIGELOW Post Office on 03/04/2011. Additionally, during the survey period, questionnaires were available at the BIGELOW Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	1528
Favorable to proposal	44
Unfavorable to proposal	169
Expressing no opinon	104
Total questionnaires received	317

Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):
Customers expressed concern for loss of community identity

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

2. Concern (UnFavorable):
Customers felt the level of while service was decreasing

Response:
You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

3. Concern (UnFavorable):
Customers were concerned about a change of ZIP Code

Response:
You expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

4. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

Response:
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. Concern (UnFavorable):
Customers were concerned about mail security

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

6. Concern (UnFavorable):
Customers were concerned about senior citizens

Response:
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Nonpostal Concerns

The following nonpostal concerns were expressed

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Patti Robinson
Jackie Stubitsch
Leisa Gay
Hillrey Adams

Date: 03/17/2011
Time 5:30

Total Number of Customers Present: 74

Place: Anne Watson Elementary School

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number

74

Bigelow, AR 72016 Public Meeting

Thursday, March 17, 2011; 5:30 - 6:30 pm

DOCKET NO. 1354949
ITEM NO. 24
PAGE 2

NAME	ADDRESS
James Oaks	25Th Hwy 60E Bigelow AR 72016
Scott Pierce	2846 Hwy 60E.
Kay Pierce	2846 Hwy 60E.
Charlie Clements	P.O. Box 39 Bigelow
DiAna Clements	P.O. Box 39 Bigelow
Brad Akridge	P.O. Box 454 Bigelow, AR 72016
Terry + Persundra Hood	4295 Hwy 60 E, Bigelow
Wayne & Sue Reed	P.O. Box 307 Bigelow ark. 72016
James K. & Sheila Hamblen	P.O Box 54 Bigelow, AR 7201
Giva Nash	344 Front Street Bigelow, Arkansas 72016
Myra Graham	P.O. Box 156, Bigelow, AR 72016
Charlene & Richard Cusic	46 Hwy 113 So BIGELOW Ar
Mike Mayo	35 Porter Hill Bigelow
Betty Holbrooks	press

Docket # A2011-29 000041 Bigelow, AR 72016

Bigelow, AR 72016 Public Meeting

DOCKET NO. 1354949
ITEM NO. 24
PAGE 3

Thursday, March 17, 2011; 5:30 - 6:30 pm

NAME	ADDRESS
Melissa Dodson	P.O. Box 6 Springfield AR 72157 (Rural carrier)
Lonnie Akridge	P.O. Box 103 Bigelow, Ar. 72016 (Rural Carrier)
Katie Akridge	P.O. Box 103, Bigelow, AR 72016
Elizabeth Abernathy	114 Sonlight Lane Casa, Ar. 72025 (PTF Chrd)
Diana Clements	P.O. Box 39, Bigelow, AR 72016
Barbara Bradley	PO Box 179 Springfield AR 72157
Yvonne Texter	326 Tulip St. Houston, AR 72070 (PMR)
Geraldine Hall	924 Front St Bigelow, AR 72016
Bill Joe Hall	924 Front St. Bigelow, AR 72016
Eloise Morse	P.O. Box 57, Bigelow, AR 72016
Maurice Best	159 Kendley Rd. Bigelow, AR 72016
Walter C Townes	M C Nutley DR17 72016
Phyllis Childers	33 Childers Ln Houston 72070
Richard Miller	293 Lovers Ln Bigelow 72016
Mary Tipton	Po Box 122, Bigelow, Ar 72016

Bigelow, AR 72016 Public Meeting

DOCKET NO. 1354949
ITEM NO. 24
PAGE 4

Thursday, March 17, 2011; 5:30 - 6:30 pm

NAME	ADDRESS
Colton Burran (Sen Boozman)	Little Rock
Ashley Golleher Carl Vogelpohl	-Congressman Griffin's Office 1501 N. University, LR. AR 72207
Ken Tipton	PO Box 298 Bigelow Ar 72016
Monica Crocker	P.O. Box 241 Bigelow, Ar. 72016
Bennie R. Harmon	31 Harmon Ln, Bigelow, AR, 72016
Elton Hogue	P.O. BOX 21 Bigelow AR 72016
Greg Mahan	618 Nutt Fm Rd Bigelow AR
Leon Olles	P.O. BOX 19 Bigelow AR 72016
Melissa Irvin	PO BOX 163 Bigelow AR 72016
Alma Gipson	1847 Hwy 300 Bigelow Ar 72016
Bob Gipson	73 Bob Gipson Dr Bigelow 72016
Bill Gipson	1847 Hwy 300 72016
Regina McKinney	2111 Judy St 72016
Randy Spears	Po Box 201 Bigelow Ar 72016
Mel Williams	4214 Hwy 60 E Bigelow 72016

Bigelow, AR 72016 Public Meeting

DOCKET NO. 1354949
ITEM NO. 24
PAGE 5

Thursday, March 17, 2011; 5:30 - 6:30 pm

NAME	ADDRESS
Dana Urbanski	Postmaster - Conway AR
Donald Livingston	Bigelow
Allena Dixon	21 Kenney Rd Bigelow, AR
James Thomas	563 Bigelow AR.
Jackie Thomas	563 Bethel Rd, Bigelow
Pansy Gentry Jones	41 MTN Valley Rd Bigelow, AR
Ruth Finch	17 mtn Valley " "
Cynthia Schuch	82 Shady Grove
Peggy England	1501 Hwy 60 E Houston 72070
Glen W [illegible]	203 Wilson St
Russell Weaver	91 Weaver Rd / Houston
Jim Rawlins	P.O. Box 45, BIGELOW
Ron McConnell	P.O. Box 5
Jill McConnell	PO Box 5
RHONDA McConnell	PO BOX 5

Bigelow, AR 72016 Public Meeting

Thursday, March 17, 2011; 5:30 - 6:30 pm

DOCKET NO. 1354949
ITEM NO. 24
PAGE 6

NAME	ADDRESS
Brett Johnson	P.O. Box 38
Johnson Bros	P.O. Box 205
Bill Gipson	
James Jernigan	1497 HWY 113 S
John Pratt	77 PEARLIE LN
Dorothy George	2745 Hwy 60 E
Scott Montgomery	P.O. Box 113
Brett S. Johnson	P.O. Box 175
Heidi Wilson	PO Box 235
Terry Cook	P.O. Box 434
Teresa Upton	P.O. Box 117 Bigelow
Bob Buckelew	P.O. Box 216 Bigelow
Glenda Smith	PO Box 93 Bigelow AR 72016
	PO Box 93 Bigelow

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customers expressed concern for loss of community identity

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

2. Concern (UnFavorable):
Customers stated the town was incorporated and should have a postmaster

   Response:
   You stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

3. Concern (UnFavorable):
Customers were concerned about senior citizens

   Response:
   You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

4. Concern (UnFavorable):
Customers felt the loss of a post office would have a detrimental effect on the business community

   Response:
   You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

5. Concern (UnFavorable):
Customers were concerned about a change of ZIP Code

   Response:
   You expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

6. Concern (UnFavorable):
Customers were concerned about mail security

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

Nonpostal Concerns

UNITED STATES POSTAL SERVICE®

03/24/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

This office is vacant and earns 4.3 hours per day

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Anne Watson Elementary School on 03/17/2011 from 5:30 to 6:30 to answer questions and provide information about our service.

If you have any questions, you may contact Jackie Stubitsch at (501) 228-4171.

Thank you for your assistance.

Sincerely,

Hillrey Adams
Manager, Post Office Operations

UNITED STATES POSTAL SERVICE®

A. Office

Name: BIGELOW State: AR Zip Code: 72016
Area: SOUTHWEST District: ARKANSAS PFC
Congressional District: AR02 County: PERRY
EAS Grade: 16 Finance Number: 040828

Post Office: ☑ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Jackie Stubitsch Date: 06/08/2011
Title: ARKANSAS PFC Post Office Review Coordinator
Tele No: (501) 228-4171 Fax No: (650) 577-5059

JASON RAPERT

SENATOR
18TH DISTRICT
OFFICE: 501-336-0918
jason.rapert@senate.ar.gov

POST OFFICE BOX 295
BIGELOW, ARKANSAS 72016

THE SENATE
STATE OF ARKANSAS

VICE-CHAIRMAN:
INSURANCE & COMMERCE

MEMBER:
LEGISLATIVE COUNCIL
JOINT BUDGET
JOINT AUDIT
JOINT RETIREMENT & SOCIAL SECURITY
JUDICIARY
CHILDREN & YOUTH

DOCKET NO. 1354949
ITEM NO. 28
PAGE 1

February 23, 2011

Mr. David Camp
District Manger
USPS Arkansas District Office
420 Natural Resources Drive
Little Rock, Arkansas 72205

Dear Mr. Camp:

I am writing to you to request your support for the post office located in Bigelow, Arkansas. It has come to my attention this post office is being considered for closure. It is my hope you understand the significance of maintaining this post office for area residents, as many would be adversely affected if the facility were closed.

Given the geographic location of the City of Bigelow, the closure of this post office would place an undue burden on my constituents and be detrimental to the community. Due to the impact this closure would have on the residents of Bigelow, I would appreciate your support. Thank you for your consideration of this matter. If can be of assistance please feel free to contact me.

Sincerely,

Jason Rapert
State Senator
District 18

JR:lr

cc: Mr. Cary Chism - USPS District Headquarters - Little Rock, Arkansas
Ms. Patti Robinson - USPS District Headquarters - Little Rock, Arkansas
The Honorable Baylor House - Perry County Judge
The Honorable Tommy Thompson - Arkansas State Representative
The Honorable Brad Akridge - Mayor of Bigelow
Former Arkansas State Senator - Mr. Bob Johnson

Docket # A2011-29 000049 Bigelow, AR 72016

DOCKET NO. 1354949
ITEM NO. 28
PAGE 2

Consumer Affairs & Claims
Arkansas District
UNITED STATES POSTAL SERVICE

February 25, 2011

Honorable Jason Rapert
Senator of Arkansas
PO Box 295
Bigelow AR 72016-0295

Dear Senator Rapert,

This letter is sent on behalf of District Manager David Camp in response to your letter regarding the Bigelow Post Office. A study is currently being done to examine the feasibility of reclassifying Bigelow as a branch facility under the administrative oversight of the Conway Post Office. I emphasize study. No final decision has been made at this time.

Because of the drastic decline in mail volume, the U.S. Postal Service must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, we become a more efficient organization. We regularly review and evaluate our office operations in a continuing effort to better meet customers' retail needs, improve productivity, increase efficiency and cut costs.

A community meeting will be conducted regarding the study on March 17, 2011, from 5:30 pm – 6:30 pm at the Anne Watson Elementary School located at 2768 Hwy 60 east in Bigelow. Postal officials will be on hand to discuss the propose change and provide customers the opportunity to ask questions. Also, we will be mailing questionnaires to all customers receiving delivery service from Bigelow Post Office prior to the meeting.

Again, I emphasize this is a study and no decisions have been made. The Postal Service would follow established public notification processes if changes are proposed. A proposal to close a Post Office must be posted publicly and reviewed by Headquarters Postal Service officials before there can be a final decision to discontinue a Post Office.

If I can assist you further, please contact me at phone number (501) 228-4280.

Sincerely,

Cary Chism

Cary Chism
Manager, Consumer Affairs & Claims

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

DOCKET NO. 1354949
ITEM NO. 28
PAGE 3

STATE OF ARKANSAS

House of Representatives

REPRESENTATIVE
Tommy Thompson
15 Ashley Drive
Morrilton, Arkansas 72110-2287

501-208-2007 Business
tt4rep@att.net

DISTRICT 60

Counties:
Perry
Part Conway

COMMITTEES:

Public Transportation
Motor Vehicle and Highways
Subcommittee

City, County and Local Affairs
Chairperson,
Planning Subcommittee

Rules

March 1, 2011

Mr. David Camp
District Manager
USPS Arkansas District Office
420 Natural Resource Drive
Little Rock, Arkansas 72205

Dear Mr. Camp:

I am writing to express concerns about the potential closure of the post office located in Bigelow, Arkansas. I believe, based on conversations with local officials and citizens, that closing the office will adversely affect the community.

I appreciate your understanding and favorable consideration on this issue. I look forward to your decision and should you have any questions or if I may be of service to you, please do not hesitate to contact me personally.

Sincerely,

Tommy Thompson
State Representative
District 60

CC: Senator Jason Rapert

Consumer Affairs & Claims
Arkansas District
UNITED STATES
POSTAL SERVICE

DOCKET NO. 1354944
ITEM NO. 28
PAGE 9

March 7, 2011

Honorable Tommy Thompson
Congressman of Arkansas
15 Ashley Dr
Morrilton AR 72110-2287

Dear Congressman Thompson,

This letter is sent on behalf of District Manager David Camp in response to your letter regarding the Bigelow Post Office. A study is currently being done to examine the feasibility of reclassifying Bigelow as a branch facility under the administrative oversight of the Conway Post Office. I emphasize this is a study and no final decision has been made.

Because of the drastic decline in mail volume, the U.S. Postal Service must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, we become a more efficient organization. We regularly review and evaluate our office operations in a continuing effort to better meet customers' retail needs, improve productivity, increase efficiency and cut costs.

A community meeting will be conducted regarding the study on March 17, 2011, from 5:30 pm – 6:30 pm at the Anne Watson Elementary School located at 2768 Hwy 60 east in Bigelow. Postal officials will be on hand to discuss the propose change and provide customers the opportunity to ask questions. Also, questionnaires will be mailed to all customers receiving delivery service from Bigelow Post Office prior to the meeting.

Again, I emphasize this is a study and no decisions have been made. The Postal Service would follow established public notification processes if changes are proposed. A proposal to close a Post Office must be posted publicly and reviewed by Headquarters Postal Service officials before there can be a final decision to discontinue a Post Office.

If I can assist you further, please contact me at phone number (501) 228-4280.

Sincerely,

Cary Chism

Cary Chism
Manager, Consumer Affairs & Claims

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

JASON RAPERT

SENATOR
18TH DISTRICT
OFFICE: 501-336-0918
jason.rapert@senate.ar.gov

POST OFFICE BOX 295
BIGELOW, ARKANSAS 72016

THE SENATE
STATE OF ARKANSAS

VICE-CHAIRMAN:
INSURANCE & COMMERCE

MEMBER:
LEGISLATIVE COUNCIL
JOINT BUDGET
JOINT AUDIT
JOINT RETIREMENT & SOCIAL SECURITY
JUDICIARY
CHILDREN & YOUTH

March 17, 2011

DOCKET NO. 1354949
ITEM NO. 28
PAGE 5

Mr. David Camp - District Manger
USPS Arkansas District Office
420 Natural Resources Drive
Little Rock, Arkansas 72205

Dear Mr. Camp:

I have previously written to you regarding the proposed closure of the Ida Post Office and Bigelow Post Office locations in Arkansas. Both communities are within my senate district. Let this letter serve as my formal complaint in the handling of the Ida public meeting you recently conducted, and my disappointment in being prevented from speaking with you or your direct assistant this morning.

Regarding Ida, I have been advised in writing from a member in the community there were nearly 80 community members present at the meeting. They were advised their comments that evening WOULD NOT be considered because they were to have sent comments back on a reply card you sent to them earlier. This is simply ludicrous. Why would you call a public meeting and then tell people their comments that evening would not be given consideration?

This morning I called Cary Chism regarding the Bigelow Post Office and after speaking briefly with him, I asked he transfer me to you or your assistant. He refused to allow me to speak with you or your assistant. I am now quite familiar with the lack of confidence my constituents have that their concerns are not being given proper consideration by the U.S. Postal Service. Your business is all about customer service and when a State Senator cannot even get access to speak with you, it is apparent you are not interested in helping these communities. I am disappointed in your management team and there is no doubt I was offended by the treatment given to me this morning. I let Mr. Chism know I was not happy and this letter serves to substantiate that fact.

I am sending a copy of this letter and other correspondence to your superiors and to the Arkansas Congressional delegation. If you and your organization would show some respect for those you say you are striving to serve, perhaps your organization would not be struggling so much.

Respectfully,

Jason Rapert
State Senator
District 18

JR:lr

cc: Mr. Patrick Donahoe - USPS Postmaster General
The Honorable John Boozman - United States Senator
The Honorable Mark Pryor - United State Senator
The Honorable Rick Crawford - United States Congressman
The Honorable Tim Griffin - United States Congressman

Docket # A2011-29 000053 Bigelow, AR 72016

District Manager
Arkansas District
UNITED STATES
POSTAL SERVICE

March 29, 2011

DOCKET NO. 1354949
ITEM NO. 28
PAGE 6

Honorable Jason Rapert
Senator of Arkansas
PO Box 295
Bigelow AR 72016-0295

Dear Senator Rapert,

This is in response to your letter dated March 17, 2011, regarding the Discontinuance Study being conducted on the Bigelow and Ida Post Offices.

With regard to the Ida study, our District Marketing Manager, Patti Robinson, conducted the community meeting. Ms. Robinson's role at the meeting was to share the current state of affairs for the U.S. Postal Service (USPS) and provide the attendees the opportunity to speak directly with a postal official.

Before the meeting date, questionnaires were mailed to all residents receiving mail delivery from the Ida Post Office. A self-addressed postage paid envelope was provided with the questionnaire, allowing residents to mail completed questionnaires back to our Consumers Affairs Office. Questionnaires were also available at the meeting for attendees to complete and submit; eleven questionnaires were accepted at the meeting and are part of the official study record.

The actual Proposal to Close is posted for a 60 day period, allowing for review by the community. For the Ida office, the posting period began on March 16, 2011. During this period customers are provided an additional opportunity to share comments on the proposed discontinuance of the Ida Post Office. Comment forms are available at the Ida office during the posting period.

When the Postal Service initiates a study on a postal facility, we follow a number of specific steps to ensure the community has a voice in the process. Our current process establishes a framework for dialogue among citizens and postal personnel. The guidelines provide various means for the community to provide feedback and comment. Unlike other businesses faced with similar operational decisions, the service impact on our communities is weighted heavily in the study. Most importantly, our regulations include appeal procedures for the community to voice any objections to facility decisions.

With regard to your telephone conversation with Cary Chism, our District Consumer Affairs Manager, I apologize for any misunderstanding or misgivings you may have experienced. If you would like to discuss the discontinuance studies further, I encourage you to contact our District Marketing Manager, Patti Robinson, at (501) 228-4270.

Sincerely,

David Camp
District Manager

420 Natural Resources Dr
Little Rock AR 72205-9800
501/228-4100
FAX 501/228-4299

Proposal Checklist

Section I	**Responsiveness to Community Postal Needs**
✓	Tell what we are doing and why.
✓	Is reason for discontinuance justified and documented in the record?
✓	If suspended, what type of alternate service customers are now receiving?
✓	Reason for vacancy and information on postmaster/OIC
✓	Number of customers and type of service they received and will receive.
✓	Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
✓	Last three fiscal years of revenue and revenue units.
✓	Decline in service workload/reduction in EAS level, if appropriate.
✓	Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
✓	Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
✓	If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
✓	Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
✓	Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
✓	Information on petitions and congressional inquiries included with Postal Service responses.
✓	Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
✓	Advantages and disadvantages of proposed alternate service.
✓	Any other pertinent information concerning Postal Service needs.
Section II	**Effect on the Community**
✓	Brief background of area, community government, population, etc.
✓	Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
✓	Was Post Office used as meeting place?
✓	Was Post Office a shelter for a bus stop?
✓	Did the Post Office have a public bulletin board?
✓	Were government forms available at the Post Office?
✓	Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
✓	What is the historical value of the office?
✓	Is an address change necessary?
✓	Will the community identity be preserved?
✓	What are the growth trends (flat, up, down)?
✓	Were any other nonpostal items identified?
Section III	**Effect on Employees**
✓	Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV ✓

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	$ 73757
Fringe benefits 33.5%	$ 24709
Rental costs, excluding utilities	$ 29493
Total annual costs	$ 127959
Less estimated cost of replacement service	- 18151
Total annual savings	$ 109808

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

✓ Is postmaster salary based on the minimum salary without COLA?

✓ Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

✓ The Postal Service has identified no other factors for consideration (if appropriate).

✓ List other factors as appropriate.

✓ Other factors when replacement service is a CPO.

Section VI

Summary

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

Section VII

Notices

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

Checklist Completed By: Jackie M Stutzt 6-7-11

Investigative Coordinator Date

Reviewed and Certified By: Jackie M Stutzt 6-7-11

District PO Review Coordinator Date

UNITED STATES POSTAL SERVICE®

03/29/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the BIGELOW Post Office
Docket No. 1354949

This is to advise you that on 03/31/2011, I will post for public comment a proposal to close the BIGELOW Post Office in PERRY, Congressional District No. AR02.

If you have any questions, please call JACKIE STUBITSCH District Review Coordinator at (501) 228-4171.

DAVID CAMP
District Manager
ARKANSAS PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE®

03/30/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
BIGELOW Proposal
Docket No. 1354949 - 72016

Please post the enclosed proposal to close the BIGELOW Post Office in the lobby. The proposal must be posted in a prominent place from 03/31/2011 through close of business on 06/01/2011. The posting must last at least 60 days and the first day does not count.

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

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

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (501) 228-4171.

JACKIE STUBITSCH
Post Office Review Coordinator
ARKANSAS PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 03/31/2011

Date of Removal: 06/01/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE BIGELOW, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the BIGELOW Post Office:

The Postal Service is considering the close of the BIGELOW Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/31/2011 through 06/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the BIGELOW PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.

Sincerely,

HILLREY ADAMS
HILLREY ADAMS
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

Date of Posting: 03/31/2011

Posting Round Date:

Date of Removal: 06/01/2011

Removal Round Date:

PROPOSAL TO CLOSE THE BIGELOW, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354949 - 72016

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster position became vacant when the postmaster was reassigned on July 31, 2010. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 4.3 hours per day

The Bigelow Post Office, an EAS-16 level, provided service from 07:30 to 16:00 Monday - Friday , 07:30 to 10:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 256 Post Office box customers and 1,058 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 40 transaction(s) accounting for 46 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: $55,423 (145 revenue units) in FY 2008; $50,845 (133 revenue units) in FY 2009; and $46,897 (122 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Anne Watson Elementary School to answer questions and provide information to customers. 74 customer(s) attended the meeting.

On March 04, 2011, 1528 questionnaires were distributed to delivery customers of the Bigelow Post Office. Questionnaires were also available over the counter for retail customers at the Bigelow Post Office. 317 questionnaires were returned. 44 responses were favorable, 169 unfavorable, and 104 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Conway Post Office, an EAS-22 level office. Window service hours at the Conway Post Office are from 09:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are 289 post office boxes available.

Retail service is also available at the Houston Post Office an EAS-15 level office, located two miles away. Window service hours at Houston Post Office are from 09:00 16:30, Monday through Friday and 10:00 12:00 on Saturday. There are 289 post office boxes available for rent.

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

1.	**Concern:**	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2.	**Concern:**	Customers felt the level of while service was decreasing
	Response:	The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3.	**Concern:**	Customers were concerned about a change of ZIP Code
	Response:	The customer expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.
4.	**Concern:**	Customers were concerned about having to travel to another post office for service

Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. **Concern:** Customers were concerned about mail security

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

6. **Concern:** Customers were concerned about senior citizens

Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

7. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

Response: The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

8. **Concern:** Customers stated the town was incorporated and should have a postmaster

Response: The customer stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

Some advantages of the proposal are:

1. The rural or contract delivery carrier 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 proposal 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.

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

II. EFFECT ON COMMUNITY

Bigelow is an unincorporated community located in PERRY County. The community is administered politically by City of Bigelow. Police protection is provided by the Perry Co Police Department. Fire protection is provided by the Bigelow Fire Department. The community is comprised of commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Anne Watson Elementary Bigelow High School Bigelow Baptist Church Church of Christ Assembly of God St Boniface Bethel AME Chruch New Beginnings Soul's Anchor Church Wye Church , Fast Way Farmers Bank Double D Feed City of Fourche City of Bigelow Reeds Construction Johnson Bros Rockwaller Farm Toadsuck Storage Duffer Digest Foreign Car Repair Hammerle Lawncare Wilson Security Zulpo Construction River Valley Classic Landscaping FJ Winc Woodland Insurance Lipsmeyer Construction Oaks Brothers Tax Services Complete Forms TSOS Jody's Hair and Nails Nutt Farms Mad Tax Service Stanton Drapes Minchew Advertising Hwy 60 Mini Storage Hair Shack ECC Zinser Farms Toadsuck Water Co Carden Farms Tie Downs Inc Weaver and Son Hightower Construction Buchanan Rentals Corp of Engineers Gary's Car Restoration Huff Music Harding Drywall Koch Realty Whispering Horse Farms Hills Flooring The Store Native Works Wing Spur Inc Fagan Construction Fogler Construction Guenther Construction Pulaski Fire Department Wye Mountain Candles . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bigelow Post Office will be available at the Conway Post Office. Government forms normally provided by the Post Office will also be available at the Conway 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:

1. **Concern:** no comments received

   Response:

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

III. EFFECT ON EMPLOYEES

The postmaster was reassigned on July 31, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 109,808 with a breakdown as follows:

Postmaster Salary (EAS-16, No COLA)	$ 73,757
Fringe Benefits @ 33.5%	$ 24,709
Annual Lease Costs	+ $ 29,493
Total Annual Costs	$ 127,959
Less Annual Cost of Replacement Service	- $ 18,151
Total Annual Savings	$ 109,808

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster was reassigned on July 31, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bigelow Post Office provided delivery and retail service to 256 PO Box or general delivery customers and 1,058 delivery route customers. The daily retail window transactions averaged 40. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated $109,808 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrie

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

VII. NOTICES

A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Bigelow Post Office , Houston Post Office and Conway Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

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

Sarah Cannon

SARAH CANNON
Manager, Post Office Operations

03/31/2011
Date

Optional Comment Form

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

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

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

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

Name of Postal Customer Signature of Postal Customer

Mailing Address

City, State, and ZIP Code Date

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Barbara J Frey

Address: P.O. Box 43 Bigelow, AR 72016

Telephone: 501-759-2269

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: James Lernigan

Address: 1497 Hwy 113 South, Bigelow Ar. 72016

Telephone: 501-330-2489

Date: 3-9-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☑
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Toni Boydston

Address: 162 Mannie Rd Bigelow AR 72016

Telephone: 1-501-231-3633

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: ELDERLY FAMILY MEMBERS

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: POST OFFICE IS NOT OPEN EARLY OR ~~CORRECTED~~ late - my work hours conflict.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [XXX] Unfavorable [ ] No Opinion

Name: LOUIS G. CARRARO JR

Address: 20220 HWY 300

Telephone: 501 330-2202

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000073 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: buy stamps sometimes

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Perryville
☑	Personal needs	Perryville
☑	Banking	Perryville
☐	Employment	retired
☑	Social needs	Perryville (church)

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Harold & Ellen Moore

Address: 42326 Hwy 10 Bigelow, Ar. 72016

Telephone: 1-501-333-2867

Date: 3/9/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Daniel A. Forrester

Address: 31100 Reese Creek Rd, Bigelow, AR 72016

Telephone: 501-766-9366

Date: 3-8-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000077 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Going to Little Rock

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: LIBBY NORMAN

Address: 36 Smith LN

Telephone: 501-330-2895

Date: 3/8/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping Perryville, Conway, Little Rock AR.
- [x] Personal needs Perryville Conway Little Rock AR
- [x] Banking Little Rock - Conway Ark.
- [ ] Employment
- [x] Social needs Conway - Little Rock Perryville AR.

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: John Wilhelm

Address: 244 Timberwood Road Bigelow Arkansas 72016

Telephone: 501-330-2775

Date: 8 MAR 11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping Little Rock / Conway
- [ ] Personal needs
- [x] Banking Little Rock
- [x] Employment Little Rock
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Tammy and George Hilpert

Address: 80 Mountain Village Estate

Telephone: 501-330-2446

Date: 3-12-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping: Walmart on Hwy 10
- [x] Personal needs: Walmart on Hwy 10
- [x] Banking: Bank of America on Hwy 10
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Steve & Amanda Staples

Address: 43 Mikoliet Road Bigelow AR 72016

Telephone: 501-269-4053

Date: 3/12/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h. Sending Express Mail	☑	☐	☐	☐
i. Buying stamp-collecting material	☐	☑	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

when I check my PO Box I buy what I need.

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Michael D. May

Address: PO Box 356

Telephone: 5017339790

Date: 3-10-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000087 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☑	☐
b. Mailing Letters	☐	☑	☑	☐
c. Mailing Parcels	☐	☑	☑	☐
d. Pick up Post Office box mail	☐	☑	☑	☐
e. Pick up general delivery mail	☐	☑	☑	☐
f. Buying money orders	☐	☑	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☑	☐
h. Sending Express Mail	☐	☑	☑	☐
i. Buying stamp-collecting material	☐	☑	☑	☐

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☑ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☒ NO

If yes, please explain: [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

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Ann Nix

Address: P.O. Box 193

Telephone: 501-759-3323

Date: 3-8-011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9831

Docket # A2011-29-000039 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Hilltop Sod & Landscaping

Address: 627 Kenny Rd, Bigelow, AR 72016

Telephone: 501-889-8143

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☒	☐
b. Mailing Letters	☐	☒	☒	☐
c. Mailing Parcels	☐	☒	☒	☐
d. Pick up Post Office box mail	☐	☒	☒	☐
e. Pick up general delivery mail	☐	☒	☒	☐
f. Buying money orders	☐	☒	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☒	☐
h. Sending Express Mail	☐	☒	☒	☐
i. Buying stamp-collecting material	☐	☒	☒	☐

Other Postal Services

a. Entering permit mailings — ☒ YES ☐ NO

a. Resetting/using postage meter — ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☒ YES ☐ NO

b. Using for school bus stop — ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☒ NO

e. Other — ☒ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Charles Nix

Address: P.O. Box 12

Telephone: 501-759-3323

Date: 3-8-011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO		
a. Resetting/using postage meter	☐ YES	☑ NO		

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO		
b. Using for school bus stop	☐ YES	☑ NO		
c. Assisting senior citizens, persons with disabilities. ect.	☑ YES	☐ NO		
If yes, please explain: Picking up mail for disabled				
d. Using public bulletin board	☑ YES	☐ NO		
e. Other	☐ YES	☐ NO		
If yes, please explain:				

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

☐ YES ☑ NO

If yes, please explain: I work in town of Bigelow

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

- ☑ Shopping Bigelow
- ☑ Personal needs Bigelow
- ☑ Banking Bigelow
- ☑ Employment Bigelow
- ☑ Social needs Bigelow

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Candace J. Cromer

Address: P.O. Box 233 Bigelow

Telephone: 501-759-3010

Date: March 12, 2011

Please include any additional comments below:

The majority of people that live in Bigelow are elderly, poor, unemployed people. They have no other way to get to mail their letters let alone get anywhere else. We also have a majority of disabled people. Getting rid of the post office would eliminate what little contact they have with the outside world.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☒ NO

If yes, please explain: Bigelow

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Joyce Simmons

Address: PO Box 133 Bigelow

Telephone: 870 - 329 - 3275

Date: 3-10-11

Please include any additional comments below:

I you can't leave the Post office open daily Maybe you could keep it open a half a day. or maybe 2 or 3 day a week. Because there are a lot of old people can't Run to town. this would make it hard for them.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000097 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☑	☐
c. Mailing Parcels	☐	☐	☐	☑ But prone. times.
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐ yes I have
f. Buying money orders	☐	☐	☐	☐ yes I have
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ yes I have
h. Sending Express Mail	☐	☐	☐	☐ yes I have
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☑ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☑ NO

If yes, please explain: Post Office has been a great convenience for my Grandparents and my parents all the years.

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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	Perryville
☑	Banking	Bigelow
☑	Employment	Little Rock
☑	Social needs	Wye Mtn.

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Martha Pope

Address: 21912 Hwy 113 Wye Mtn.

Telephone: 501-428-1196

Date: 03/09/11

Please include any additional comments below:

By closing the Post Office branch at Bigelow, will hinder the elderly & the people who work out of the ordinary hours, to have to travel some distances, out of the way, to accomplish their postal needs. A lot of people around in this area live in rural situations, with low incomes. This will be very costly for these families, let alone, for them to take to learn how, when and where they can get their business matters taken care of. I understand very well the economic time and this will only compound matters.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-29 000099 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: W.R. or Sally Hunt

Address: 41511 Hwy 10, Bigelow, AR 72016

Telephone: 501 333 2217

Date: 3-8-11

Please include any additional comments below:

Our mail is brought to our home - We are about 13 miles from Bigelow - 16 miles from Perryville - 30 miles from Conway and 30 miles from Little Rock. It is more convenient than to go some other place to pick it up daily -

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping — Conway
- ☑ Personal needs — Conway
- ☐ Banking
- ☑ Employment — Conway
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Brad Akridge

Address: P.O. Box 454 Bigelow, AR 72016

Telephone: 501-472-6132

Date: 3/8/11

Please include any additional comments below:

If the Post Office at Bigelow was to close it would not only be a great blow to Bigelow but to the east end of Perry County. The growth of Conway and Little Rock are quickly spilling over into this area and a post office is desperately needed and a necessity.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:
And I am one of those people
They have 2 parking spots with disability signs which helps some people

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain:
Sometimes my job sends me to other patients and I go through deferent small communities and I go buy 3 past Offices.

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

- ☑ Shopping: Conway
- ☑ Personal needs: Conway & Perryville
- ☐ Banking: Perryville
- ☐ Employment: CNA for Perry Co. I go different places
- ☐ Social needs: I donot have any

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Dale Wood

Address: 143 Baylor House rd. Bigelow, AR 72016

Telephone: 501-330-2262

Date: 03/08/2011

Please include any additional comments below:

We do not put our bills w/checks money orders or cash in our mail box. Someone got into our boxes and I do not trust my bills with idiots and they have beat our mail boxes at least once a year. My husband got tired of our boxes getting busted & mail stolen. I only put my mail in the Bigelow Post Office in the slot. I do not use mail boxes outside. I always go in I am not at all favorable of you shutting our Post Office down. And you are taking jobs away from people!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000105 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	
a. Buying Stamps	☐	☐	☒	☐	
b. Mailing Letters	☒	☐	☐	☐	
c. Mailing Parcels	☐	☐	☐	☒	
d. Pick up Post Office box mail	☐	☐	☐	☒	
e. Pick up general delivery mail (we have a mail box on a route)	☐	☐	☒	☐	
f. Buying money orders	☐	☐	☐	☐	Sometime
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐	
h. Sending Express Mail	☐	☐	☐	☐	Sometime
i. Buying stamp-collecting material	☐	☐	☐	☒	

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☒ YES	☐ NO
If yes, please explain: easier for us to get mail & other services closer to home		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☒ NO
If yes, please explain: We do not personally use these services but many in our area do use them		

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

☐ YES ☒ NO

If yes, please explain:

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

☒	Shopping	Conway -
☒	Personal needs	
☐	Banking	
☐ Retired	Employment	
☒	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: B H + Alma Gipson

Address: 1847 Hwy 300 Bigelow, Ar. 72016

Telephone: 501- 754- 2315

Date:

Please include any additional comments below:

Closing this post office would be a great disadvantage for our area - We have a school K-12 and they need this postal service, also quite a few of our residents are elderly some no longer drive it would certainly be harder for them to receive and mail letters & packages. Also our area (the East End of Perry County) is the fastest growing area in our County - Our population increases yearly. Surely there are better ways to save money [illegible] area we need all the jobs possible.

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Arkansas District Consumer Affairs
420 Natural Resources Dr
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UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☒	☐	☐	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Alice Zulpo

Address: PO Box 383 Bigelow, AR 72016

Telephone: 501-681-5462

Date: 3-9-11

Please include any additional comments below:

The East End School District and the community desperately need the Bigelow Post Office to stay open. The school receives and sends large volumes of mail everyday and to go out of the county to Conway would be a hardship.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☑	Personal needs	Conway
☐	Banking	
☐	Employment	
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Debra Morse & Eloise Morse

Address: P.O. Box 51 Bigelow, AR

Telephone: 501 759-2391

Date: 3-8-11

Please include any additional comments below:

We have both an elementary and high school here that generate more mail just for them than the city of Houston generates at their P.O. Then add the people in the city limits of Bigelow who get their mail at the post office because we don't have mailboxes and I just think its absurd to keep Houstons post office and close Bigelow.

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Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Conway, AR
☒	Personal needs	"
☒	Banking	"
☒	Employment	" or Little Rock
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Haven't heard what the possible service changes are! What about P.O. Boxes?

Name: TIENKEN

Address: PO Box 308 Bigelow, AR 72016

Telephone: 501-759-3430

Date: 3/10/11

Please include any additional comments below:

Many houses on our road do not have mailboxes due to repeated destruction. We rely on Post Office Boxes to receive our mail. Putting money, stamps + even important mail is not a good idea to do. Our next closest post office would be 10 miles away in Conway.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☑	☐	☐
i. Buying stamp-collecting material	☐	☑	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

Conway Hogan Lane

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

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Conway
☐	Employment	
☑	Social needs	Little Rock

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Jennie Sparkes

Address: P.O. Box 294 Bigelow, Ar 72016

Telephone: 501-759-1962

Date: 3-11-11

Please include any additional comments below:

I do not want to change my address. !!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
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Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Tim Guthrie

Address: 37300 Hwy 300 Bigelow AR 72016

Telephone: 501-539-2920

Date: 3/9/11

Please include any additional comments below:

I realize the USPS is having problems. Join the club. I'd be OK without Saturday delivery or service at the Post Office - for rural routes, It might be OK to reduce to 3 days/week. Compared to postal rates in other Countries, We are getting a Bargin! Our local Postal Workers are Great - Service is Great. I can't say as much about the L.R. or NLR offices

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UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping WEST LITTLE ROCK
- ☑ Personal needs WEST LITTLE ROCK
- ☑ Banking WEST LITTLE ROCK
- ☐ Employment (RETIRED)
- ☑ Social needs SOME LOCAL/WEST LITTLE ROCK

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: J.H.E. "EXCY" JOHNSTON, JR.

Address: 36104 HWY 300, BIGELOW, AR 72016

Telephone: 501-330-2747

Date: MARCH 6, 2011

Please include any additional comments below:

WE REALLY NEED THE BIGELOW P.O. WHEN WE NEED A P.O. AND JUST THE P.O, IT'S A LONG WAY TO GO, 30+ MILES, TO GET TO LITTLE ROCK OR CONWAY.

WE SINCERELY HOPE THE ~~PO~~ BIGELOW P.O. WILL STAY OPEN, EVEN IF THE HOURS ARE DECREASED.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☒	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings — ☐ YES ☒ NO

a. Resetting/using postage meter — ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☒ YES ☐ NO

b. Using for school bus stop — ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board — ☒ YES ☐ NO

e. Other — ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- ☑ Shopping — Conway or Morrilton
- ☑ Personal needs — Conway or Little Rock
- ☐ Banking — Bigelow
- ☑ Employment — Conway
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Lisa Kirk

Address: 604 Breezewood Road

Telephone: 501-889-4233

Date: 3-8-2011

Please include any additional comments below:

Please let this Post Office stay open. The service it provides for the community and surrounding area is very much needed.

Sincerely,
Lisa Kirk

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000121 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Marie Rankin

Address: 34015 Hwy 300 – Bigelow, AR 72016

Telephone: 501-330-2221

Date: 3/8/11

Please include any additional comments below:

I think the Post Office needs to stay open - The town will not be as productive without our Post Office. The Route is very large + I can't see where it will benefit closing the Bigelow P.O.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-3631

Docket # A2011-29 000123 Bigelow, AR 72016

UNITED STATES POST OFFICE

Elton J. Hogue P.O. Box 21 Bigelow AR 72016

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☑	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain:

We need that POST Office

I get my SSI ck & my Retirement ck there.

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

☑ Shopping	perryville & CONWAY
☑ Personal needs	" "
☐ Banking	CONWAY
☑ Employment	SSI
☑ Social needs	N/A

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

☑ Yes ☐ No POST OFFICE

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Elton J. Hogue

Address: P.O. BOX 71 Bigelow, AR 72016

Telephone: 1-501-330-2447

Date: 3-9-2011

Please include any additional comments below:

I use Bigelow POST OFFICE OFTEN. IT does NOT need TO be changed.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-3631

Docket # A2011-29 000128 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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
☑	Personal needs	Little Rock, Ar - Conway Ar
☐	Banking	Little Rock Ar - Conway Ar
☐	Employment	retired
☑	Social needs	Little Rock, Ar - Maumelle Ar

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

☐ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Lynn Cameron

Address: 16 Brick Lane - Bigelow Ar 72016

Telephone: 330-2859

Date: 3-9-11

Please include any additional comments below:

I would not like to see this post office close.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3531

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: See Reverse Side

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☑ YES ☐ NO

If yes, please explain: Sometimes no one comes to the door when I need to mail a package and I had to go to another 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: Little Rock, Hamilton, Conway
- ☑ Personal needs: " " same
- ☑ Banking: " " same
- ☑ Employment: n/a
- ☑ Social needs: Little Italy, Little Rock

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Vincent San Severo

Address: 31 OLE Country LANE BIGELOW, AR 72016

Telephone: 501- 330-2508

Date: 3/9/11

Please include any additional comments below:

We have had packages left in various parts of the yard & on cars. It's like an Easter Egg hunt when expecting a package. There has been a failure to correct mistakes in delivery. My husband & I are disabled. We rely on the mail for our meds, including pain meds. The carrier drives into the yard & honks sometimes but doesn't allow enough time for disabled people to come out.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: I pick up mail for my Mother & others who are Disable.

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Distribution for phone books

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

☐ YES ☑ NO

If yes, please explain:

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 in Conway, weekly
☑	Personal needs	" " " "
☐	Banking	
☐	Employment	Retired
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Don & Linda Morrow

Address: ~~21313~~ 21313 Hwy 113 S., Bigelow, AR 72016

Telephone: (501) 330-2828

Date: 9 March

Please include any additional comments below:

We live in a gated area ~10 mile off the highway. How will this change effect receiving mail requiring a signature. We receive apx. 1 or 2 packages weekly (it varies each month). We are elderly both retired and with the cost of gasoline it would be very difficult for us to travel very far.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9831

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: to post events

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Vonda Akridge

Address: 684 Carden St Bigelow, AR 72016

Telephone: (501) 328-7394

Date: 3-9-11

Please include any additional comments below:

Why close a post office where there is a School an not close one where's there is not it doesn't make good since when you have smaller towns & smaller post offices lets get real here you need to use your heads a little better

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Joe C. Phillips

Address: PO Box 395 Bigelow Ar 72016

Telephone: 501-759-2413

Date: 3-8-11

Please include any additional comments below:

Losing our po would be a setback for our town. I am afraid it would be the beginning of the end of growth and prosperity for Bigelow.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: IN Little Rock

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 / Conway
☑	Personal needs	SAME
☑	Banking	SAME
☑	Employment	SAME
☑	Social needs	SAME

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☑ Unfavorable ☐ No Opinion

Name: Kelly Younger

Address: 25 Obe County Ln

Telephone: 501-330-2240

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Ballard

Address: P.O. Box 433 Bigelow

Telephone:

Date: 3-15-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000141 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- ☑ Shopping LR, Conway, Perryville
- ☑ Personal needs Same
- ☑ Banking Bigelow & Perryville
- ☑ Employment Perryville
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Sandra Duke

Address: 110 Southview Ln, Bigelow 72016

Telephone: 501-330-2793

Date: 3-16-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Carolyn Lipsmeyer

Address: 270 Bethel AME Rd.

Telephone: 501-759-2580

Date: March 8, 11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☐ (NO)

a. Resetting/using postage meter ☐ YES ☐ (NO)

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ (NO)

b. Using for school bus stop ☐ YES ☐ (NO)

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ (NO)

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ (NO)

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: Le Roy Williams

Address: 5 Williams Ln. Bigelow AR 72016

Telephone: 501 759-3581

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9621

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Lou Henson

Address: P.O. Box 303, Bigelow AR 72016

Telephone: 501-251-5761

Date: 3/11/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☐ Shopping Perryville or Little Rock
- ☐ Personal needs
- ☐ Banking Perryville
- ☐ Employment N/A.
- ☐ Social needs

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: CARL ORR

Address: 19820 HWY 113

Telephone:

Date: Mar. 9/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.00015 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☑ YES	☐ NO

If yes, please explain:
Pick up mail for disability.

d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☐	Shopping	
☐	Personal needs	Through the mail
☐	Banking	Local
☐	Employment	NA
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Judy Faulkner

Address: P.O. Box 178

Telephone: 501-759-2347

Date: 3-8-2010

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000153 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑ occasionally
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Keep it open!

Name: TINA McCully

Address: 911 Lanning Loop Bigelow AR 72016

Telephone: Bigelow 501 889 8338

Date: 3/08/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: HOUSTON

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Jeremy Williams

Address: 81 Riverbank Rd. Houston, AR 72070

Telephone: 889-4549

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000157 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Mike Mayo

Address: 35 Porter Rd

Telephone: 501 759 2252

Date: 3-08-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	CONWAY
☐	Personal needs	
☒	Banking	CONWAY
☒	Employment	PINNACLE MTN STATE PARK
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: DAVID MANESS

Address: 13 MANESS DR BIGELOW

Telephone: 759-2725

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.00016 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒ Roll	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ Sometimes; not often
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO	
a. Resetting/using postage meter	☐ YES	☒ NO	

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO	
b. Using for school bus stop	☐ YES	☒ NO	
c. Assisting senior citizens, persons with disabilities. ect.	☒ YES	☐ NO	
If yes, please explain: I am a senior citizen with disabilities			
d. Using public bulletin board	☐ YES	☒ NO	
e. Other	☐ YES	☒ NO	
If yes, please explain:			

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

☐ YES ☒ NO

If yes, please explain:

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

☒	Shopping	Conway
☒	Personal needs	(Dr.) Conway
☐	Banking	
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Maidie Clements

Address: P.O. Box 151 Bigelow, AR 72016

Telephone: 501-759-3363

Date: 3-18-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Melissa Morgan

Address: P.O. Box 16 Bigelow Ark.

Telephone: 501-208-4087

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-29 000165 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Varies
☐	Personal needs	
☑	Banking	Conway
☑	Employment	Conway
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Brandon Akridge

Address: P.O. Box 255

Telephone: 501-759-3156

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Conway
☒	Personal needs	Morrilton
☐	Banking	
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: WAHER R FREY

Address: P.O. Box #28 Bigelow, AR. 72016

Telephone: 501-759-2645

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	X	☐
b. Mailing Letters	☐	X	☐	☐
c. Mailing Parcels	☐	☐	X	☐
d. Pick up Post Office box mail	☐	☐	☐	X
e. Pick up general delivery mail	☐	☐	X	☐
f. Buying money orders	☐	☐	☐	X
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	X
h. Sending Express Mail	☐	☐	☐	X
i. Buying stamp-collecting material	☐	☐	X	☐

occasionally

Other Postal Services

a. Entering permit mailings ☐ YES X NO

a. Resetting/using postage meter ☐ YES X NO

Nonpostal Services

a. Picking up government forms (such as tax forms) X YES ☐ NO

b. Using for school bus stop ☐ YES X NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES X NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES X NO

e. Other ☐ YES X NO

If yes, please explain: _____

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

X YES ☐ NO

If yes, please explain:

But Bigelow always had the certain stamps and Post Cards I like. It's 18 miles to another 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

Personal needs

Banking

Employment

Social needs

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

X Yes ⌐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

⌐ Favorable X Unfavorable ⌐ No Opinion LEAVE it ALONE

Name: Wilma VANDIVER

Address: 99 MTN VILLAGE

Telephone: 501-330-2050

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Shopping

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

- [x] Shopping Conway
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs Little Italy

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: RoseHa Lipsmeyer

Address: PO Box 198 Bigelow

Telephone: 501-759-2230

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☑ YES	☐ NO

If yes, please explain: Pick up mail for disabiled

d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Katie Akridge

Address: P.O. Box 103

Telephone: 501-759-2347

Date: 3-8-2010

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000175 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	CONWAY DAVE WARD DRIVE
☐	Personal needs	
☐	Banking	
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

● Favorable ☒ Unfavorable ☐ No Opinion

Name: JACKIE OAKS

Address: POB 44 BIGELOW ARK 72016

Telephone: 501 759 2332

Date: 3-8-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:
My husband gets his meds from V.A. & They a

d. Using public bulletin board ☐ YES ☒ NO Always on tir

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: ANITA G. COPELAND

Address: P.O. Box 144

Telephone: 501-889-4574

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000179 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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	Little Rock
☒	Banking	Little Rock
☒	Employment	Little Rock
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Charles / Suzanne Osburn

Address: 27 Whitetail Ln.

Telephone: 501-330-2006

Date: 2/7/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ online in private
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: My friend is disable

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☑	Shopping	Conway - Morrilton
☑	Personal needs	" "
☑	Banking	Conway
☐	Employment	
☑	Social needs	Conway - Morrilton

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Jay Herman

Address: 1454 TRAM Road

Telephone: 501-330-2482

Date: 3-11-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000183 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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	"
☐	Banking	
☐	Employment	
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Schatzi Riley

Address: 26 Coyote Den Dr Bigelow AR 72016

Telephone: 501 330-2539

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☑
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) Last 2 yrs Retired ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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	Kroger Medicine
☑ Banking	Regions
☑ Employment	Dept of Health-aide
☐ Social needs	

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

☑ Yes ☐ No sometimes

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion I have a PO Box for my mail. Can't keep a Box because of Vandals

Name: Rita Stallworth

Address: PO Box 131

Telephone: 501-759-2300

Date: March 9, 2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29-000187 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

Pass by on the way to and from work - however, stopping would be a hassle.

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

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Little Rock
☑	Employment	Little Rock
☑	Social needs	Conway

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Melanie Jones

Address: 66 River Run Cove Bigelow, AR 72016

Telephone: (501) 759-3072

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: work in Little Rock

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Randy Spears

Address: PO Box 201 Bigelow AR 72016

Telephone: 501.391-2196

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000193 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Ken Tipton

Address: Box 298

Telephone: 501 912 8913

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping - Wal-Mart -
- [ ] Personal needs
- [ ] Banking
- [x] Employment Wal-Mart-Conway
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Curtis & Stephanie Nix

Address: P.O. Box 476, Bigelow, ARKansas

Telephone: (759-2372 / 515-4526

Date: 3-08-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Cynthia Lowry

Address: 15 Milan Lane Bigelow, AR 72016

Telephone: 501 330 2791

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000199 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: IN Houston

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Kristy and David Hoff

Address: 109 O Ave Bigelow

Telephone: 514-8345

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Kenneth D Pearson

Address: P O Box 88

Telephone: 501-977-4543

Date: 3-11-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

X	Shopping	Conway
X	Personal needs	Conway
X	Banking	Conway
☐	Employment	
☐	Social needs	

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

X Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable X Unfavorable ☐ No Opinion

Name: Dovye Woodard

Address: 229 Bethel AME Rd Bigelow

Telephone:

Date: 3-12-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-5631

Docket # A2011-29 000207 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain: While going Shopping

Docket # A2011-29 000208 Bigelow, AR 72016

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: H. A. Evans Sr.

Address: 210 Davie Dr. Bigelow Ar. 72016

Telephone: 501 759-2415

Date: 3-12-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐ sometime
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Bigelow Postal is very convent with wide doors

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Concern for lost of Jobs in the community

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

☐ YES ☑ NO

If yes, please explain:

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

- [x] Shopping Dave Ward Conway
- [x] Personal needs Bigelow Market & Walmart
- [x] Banking Bigelow
- [ ] Employment
- [x] Social needs Community Churches School & our Post office

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: JoAnn Fight, Kelly Fight, Aaron Shafer

Address: P.O. Box 404 34011 Hwy 300

Telephone: 501-581-8078

Date: 3-7-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000211 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO Military Does

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion Please Do Not Close.

Name: JoAnn Sams

Address: 183 Sunshine Farms Rd.

Telephone: 1-501-759-2558

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas Distrct Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

Shopping	Conway
Personal needs	"
Banking	"
Employment	"
Social needs	"

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Kenneth Robertson

Address: 138 Ferry Boat Road Bigelow AR 72016

Telephone: 501 759 3150

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000217 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☑	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Melanie or Brad Carden

Address: 644 Kenny Rd, Bigelow AR 72016

Telephone: 501 - 889-4107

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

Conway

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: David Dixon

Address: 34 Jeffrey Ln Bigelow AR 72016

Telephone: NA

Date: 3/11/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000223 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☑ YES ☐ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☑ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☑ YES ☐ NO

e. Other — ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable (X) Unfavorable ☐ No Opinion

Name: Debby R. Cagle

Address: 186 Ledwedge Rd. Bigelow. AR. 72016

Telephone: 501-837-6326

Date: 3/7/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Jessie Seaman

Address: 74 Underwood Rd. Bigelow AR 72016

Telephone: 501-330-1270

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-29 000227 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Post office in Conway located on Hogan Ln.

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

- ☑ Shopping grocery, clothes etc... Conway
- ☑ Personal needs doctor, dentist, eye doctor Conway
- ☑ Banking Centennial Bank in Conway
- ☐ Employment
- ☐ Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Tom Orton

Address: 354 Lovers Ln.

Telephone: 501-730-8437

Date: 3-9-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000229 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Houston post office & Perryville 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?

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Terry Hood

Address: 4295 Hwy 60 E, Bigelow, AR 72016

Telephone: 501 759-2303

Date: March 8, 2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.00023 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☐ Shopping Conway
- ☐ Personal needs
- ☐ Banking Pennyville
- ☐ Employment LR
- ☐ Social needs

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: DONALD STAHSSLE

Address: 20 STAHSSLE DR

Telephone: 759 2573

Date: 3-5-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000233 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Christy Jones

Address: 336 E 3rd Bigelow AR 72016

Telephone: 501-759-3297

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000238 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels Holidays	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping — Bigelow – Conway
- [x] Personal needs — Conway
- [x] Banking — Bigelow
- [ ] Employment
- [x] Social needs — Bigelow

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion — Leave it be

Name: Jerry Payne

Address: 21 Nina Lane, Bigelow, Ar

Telephone: 501 759 3629

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000237 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping Conway
- [x] Personal needs Conway
- [ ] Banking
- [ ] Employment
- [x] Social needs Conway

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Shannon Roberts

Address: 123 Holden Bigelow, AR 72016

Telephone: 501-759-1218

Date: 03/09/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: But I use Bigelow 99.99% of time. No lines & friendly staff who know me & are always smiling.

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000241 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	AS NEEDED
a. Buying Stamps	☐	☑	☐	☐	
b. Mailing Letters	☐	☑	☐	☐	
c. Mailing Parcels	☐	☑	☐	☐	
d. Pick up Post Office box mail	☐	☑	☐	☐	
e. Pick up general delivery mail	☐	☐	☐	☑	
f. Buying money orders	☐	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑	

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: PICK UP PHONE BOOK

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office? NO CHANGES WERE PRESENTED IN THIS SURVEY

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Jim/Ruth Rawlins

Address: P.O. Box 45

Telephone: 501-356-7301

Date: 3/10/11

Please include any additional comments below:

WE ARE VERY SATISFIED ~~DOING~~ GETTING ALL OUR POSTAL SERVICES AT THE BIGELOW P.O.

THE STAFF HAVE ALWAYS BEEN VERY POLITE AND HELPFUL IN EVERY WAY -

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping Walmart
- [ ] Personal needs
- [x] Banking Bigelow bank
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Angel Shafer

Address: 34011 Hwy 300

Telephone: 501 794 8588

Date:

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO	
a. Resetting/using postage meter	☐ YES	☑ NO	

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO	
b. Using for school bus stop	☐ YES	☑ NO	
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO	
If yes, please explain:			
d. Using public bulletin board	☐ YES	☑ NO	
e. Other	☐ YES	☑ NO	
If yes, please explain:			

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

☑ YES ☐ NO

If yes, please explain: Pass Houston PO

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Richard Miller

Address: 293 Lovers Ln Bigelow AR 72016

Telephone: 501 759-3681

Date: 3/11/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐ Sometimes
b. Mailing Letters	☐	☐	☐	☐ Sometimes
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: Sometimes

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
WORK IN L.R. AREA & PASS SEVERAL 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?

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Don A. Berry JR.

Address: 34209 W. HUNDLEY Rd.

Telephone: 501-330-2110

Date: 3-8-11

Please include any additional comments below:

When I do need something you offer, I use the P.O. THANK You!

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Houston, AR 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	Walmart conway
☒	Personal needs	conway
☒	Banking	Conway
☒	Employment	Little Rock
☒	Social needs	Morrilton

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Carol lee

Address: 165 Pinevalley Rd Bigelow

Telephone: 501-242-2217

Date: 3/9/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-8631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☑	Personal needs	Conway & Morrilton
☑	Banking	Conway & Morrilton
☐	Employment	N/A
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Pat Eggers

Address: 104 Sunshine Farms Rd., Bigelow, AR. 72016

Telephone: 501-690-2965

Date: 3-11-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

I go to Conway more than Bigelow so use the P.O. there

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

☒	Shopping	Conway
☒	Personal needs	Conway
☒	Banking	Conway
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Charles S. Downing

Address: 40 Sunshine Farms Rd.

Telephone: 501 759 3467

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000259 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Odessa Gill

Address: 201 Bethel AME Rd Bigelow AR 72016

Telephone: 501 759 2585

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Occassional pkg mailings

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

☑ YES ☐ NO

If yes, please explain: Work in Conway

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Bonnie Dixon-Holloway

Address: 1848 Hwy 300, Bigelow, AR 72016

Telephone: 501-759-3386

Date: 3-12-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I work in Little Rock and use facilities in L.R. when going to and from work.

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Kenneth and Debra Guenther

Address: 19519 John Zulpo Rd, Bigelow AR 72016

Telephone: 501-330-2459

Date: 03-12-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I pass both post offices going to work in Conway, 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	Conway, AR
☑	Personal needs	" "
☑	Banking	" "
☑	Employment	" "
☑	Social needs	" "

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Ronald E. Barnett

Address: 50 Gilligan Cove, Bigelow AR 72016 (Toadsuck Community)

Telephone: 759, 2898 (evenings)

Date: 3/12/11

Please include any additional comments below:

My mail is delivered to my P.O. Box daily in the Toadsuck Community which is quite away away from Bigelow. How would this affect my daily mail delivery if the Bigelow Post Office is closed?

Ron Barnett

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: post offic on way to work 72211

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Paul Dolmon

Address: 354 Boylon House Rd. Bigelow AR 72016

Telephone: 501 330 2786

Date: 3/11/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: West Conway

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment — Retired
- [x] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

What are the changes?

Name: Joe Helzeman

Address: 32 Gilligans Cove Bigelow

Telephone: 428-2932

Date: 3-8-11

Please include any additional comments below:

I get good service, but just do not need all you offer or dailey delivery

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Helen Eggar

Address: 644 FRONT St

Telephone: 501 7592341

Date: 3-8-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Little Rock

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Wightman Ihrie

Address: 61 Green Valley

Telephone:

Date: 3/9/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
Drive to Little Rock on Hwy 10 everyday.

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

X	Shopping	Little Rock
X	Personal needs	Little Rock
X	Banking	Little Rock
X	Employment	Little Rock
X	Social needs	Little Rock

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Thomas Luyet

Address: 33210 Turkey Ridge Drive Bigelow AR 72016

Telephone: 501-330-2436

Date: 3-8-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Amy Page

Address: 13 Barclay Lane Bigelow, AR 72016

Telephone: 5013302484

Date: 3/8/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: GARY & Kim Baughman

Address: 4274 Hwy 60E

Telephone: 501-759-3402

Date: 3-9-11

Please include any additional comments below:

I do not use the Bigelow Post office for anything but to pick up packages or mail not left at my house.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

We have a Bigelow address but we are closer to the Roland post office. 12 Copperhead LN - Bigelow AR 72016

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Harold and Karen Gray

Address: 12 Copperhead Lane Bigelow AR 72016

Telephone: 501-231-5559

Date: 3/8/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping Wal-Mart
- [x] Personal needs Wal-Mart
- [x] Banking Bigelow
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: JoEllen Crenshaw

Address: 4303 Hwy 60 E, Bigelow

Telephone: 501-759-2565

Date: March 8 2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☐ NO

If yes, please explain: _____

_____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Edith Minch Rural Customer at Present

Address: 22 Hwy 1135

Telephone: 501-759-2339

Date: 3-9-11

Please include any additional comments below:

I'm Senior Citizen Confined To My House.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion I Don't Know what The Changes ARE.

Name: Wayne Singleton

Address: 83 Wye Vista Lane, Bigelow, AR 72016

Telephone: 501-330-1989

Date: 3/8/11

Please include any additional comments below:

I am very happy with my current Postal Services.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain:
The post office at Bigelow is never open when I need something

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

☒ YES ☐ NO

If yes, please explain:
I take care of all my postal needs at Conway

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO	
a. Resetting/using postage meter	☐ YES	☑ NO	

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO	
b. Using for school bus stop	☐ YES	☑ NO	
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO	
If yes, please explain:			
d. Using public bulletin board	☐ YES	☑ NO	
e. Other	☐ YES	☑ NO	
If yes, please explain:			

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

☑ YES ☐ NO

If yes, please explain:

We Live in The County We Rarely Go To Bigelow Because its faster To go to Conway or Huston on our way to other places

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

☑	Shopping	Conway, Morrilton, Perryville	
☑	Personal needs	"	"
☑	Banking	"	"
☑	Employment	Little Rock	
☐	Social needs		

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Jennifer Cougill

Address: 165 Sun Shine farms Rd. Bigelow AR

Telephone: 1-501-759-3160

Date: 3-8-2011

Please include any additional comments below:

ASking Those of us who Have a mailing address in Bigelow but dont Live in the ~~Town~~ City Limits is stupid. We already Know we Can get packages picked up at our door Leave money for Stamps & The Like and Request Special Services Like ~~Mail~~ Registered mail. But Closing That Branch will effect those That Live there, which is what it Sounds Like is going 2 happen.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Krogers - Wal-Mart
☐	Personal needs	
☒	Banking	Bank
☐	Employment	
☒	Social needs	sometimes

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion Didn't know of any change

Name: Madeline R. Jeans

Address: 10 Copperhead Lane

Telephone: 501-231-8965

Date: March 10-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: UPS Conway and Post Office in Conway on Hogan

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail – from mailbox-not Post Office in Bigelow	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

Conway Post Office on Hogan Rd.

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

☑	Shopping	Conway for all due to location, work, church, friends
☑	Personal needs	
☑	Banking	
☑	Employment	
☑	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Deborah Healy

Address: 4346 Hwy 60E #C Bigelow, AR 72016

Telephone: —

Date: 3/8/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: L.B. & KAREN McINTYRE

Address: 14800 BRINGLE CREEK RD., Bigelow

Telephone: 501-333-2533

Date: 3-8-11

Please include any additional comments below:

The reason we don't use the Bigelow Post office for any of the services on this survey is due to the fact that our mail carrier provides many of the services listed plus the fact that I work in Little Rock 2 days a week and can mail packages from there if I need to which is more convenient than driving up Weye Mt. from our house (about 10 miles). I feel, however, for the folks who actually live in Bigelow, also for our carriers who will have to go to Conway to pick up mail.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000303 Bigelow, AR 72016

Karen McIntyre

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
On way to Work

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: David Baxter

Address:

Telephone:

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps thru mail delivery	☐	☐	☒	☐
b. Mailing Letters thru mail delivery	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐ occasionally
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain: work close to Roland 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?

- [x] Shopping
- [ ] Personal needs
- [ ] Banking Farmers by Mail
- [ ] Employment Roland
- [ ] Social needs

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

   [ ] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

   [ ] Favorable [ ] Unfavorable [x] No Opinion

Name: S Selby

Address: 130 Southview Lane, Wye Mountain

Telephone: 330-2423

Date: 3/9/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☐ YES ☑ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☑ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion I am not sure that I am aware of proposed changes @ Bigelow Post Office.

Name: Gloria E. Mabry

Address: 36 Ira Gill Loop, Bigelow, AR 72016

Telephone: (501) 759-2141

Date: 3/9/2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps – yes, but only when needed about every 3 months.	☐	☐	☐	☐
b. Mailing Letters – no, mail letters and parcels from work in Little Rock	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail – yes, but only when needed	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Live in Bigelow, work in Little Rock

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Philana Ogle

Address: 177 Pine Valley Road, Bigelow AR 72016

Telephone: 501-590-1347

Date: 3/10/11

Please include any additional comments below:

You guys at the USPS have to do what you have to do to cut costs. I understand as I drive 90 miles a day from home to work.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Travel to Little Rock for work.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Christy Jeans

Address: 10 Copperhead Lane

Telephone: 501-5905644

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
120 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Houston, Perryville, Morrilton, Conway.

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

- [X] Shopping Conway
- [X] Personal needs Conway
- [X] Banking Conway
- [X] Employment Russellville & Conway
- [X] Social needs Conway, Mayflower, Perryville

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

☐ Yes [X] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable [X] No Opinion

Name: David Hill

Address: 28 Piney Rd.

Telephone: 501-339-7647

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	
a. Buying Stamps	☐	☐	X	☐	
b. Mailing Letters	☐	X	☐	☐	
c. Mailing Parcels	☐	☐	☐	X	
d. Pick up Post Office box mail	☐	☐	☐	X	NO PO BOX
e. Pick up general delivery mail	☐	☐	☐	X	
f. Buying money orders	☐	☐	☐	X	
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	X	
h. Sending Express Mail	☐	☐	☐	X	
i. Buying stamp-collecting material	☐	☐	☐	X	

Other Postal Services

a. Entering permit mailings ☐ YES X NO

a. Resetting/using postage meter ☐ YES X NO HAVE NO METER

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES X NO

b. Using for school bus stop ☐ YES X NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES X NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES X NO

e. Other ☐ YES X NO

If yes, please explain: _____

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

X YES ☐ NO

If yes, please explain:

MY Residence is BeTWeeN L. Rock + MORRITON, I PASS Roland P.O. ON The WAY TO L. ROCK. ~~I PASS The~~

~~Pepp~~

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[ ] Yes [x] No

We have NO Bussinesses in My Community, I'm Rural in The Country. 33400 Highway 300

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: —

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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 Little Rock
- ☐ Banking Little Rock
- ☐ Employment Retired
- ☐ Social needs -

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

☐ Yes ☐ No I live in Rural area

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Virginia Harness

Address: 14516 Bringle Creek Rd, Bigelow, AR 72016

Telephone: 501-333-2702

Date:

Please include any additional comments below:

I live in Pulaski county on Highway 9. Because I use Bigelow mailing address people who are trying to locate me go to Bigelow -

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

We use the post office in Conway Ark on Hogan Lane for all postal services. Bigelow is out of the way for us.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Mary Bartley

Address: #8 Austin Dr

Telephone: 501-514-5186

Date: 3-12-11

Please include any additional comments below:

We do not use the internet. If you are going to close that office — who will deliver our mail. This site does handle our delivered mail and most of our mail that goes out. However, Conway is closer to use but is in another county.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Sometime	Daily	Weekly	Monthly	Never
a. Buying Stamps	✓	☐	☐	☐	☐
b. Mailing Letters	✓	☐	☐	☐	☐
c. Mailing Parcels		☐	☐	☐	☑
d. Pick up Post Office box mail		☐	☐	☐	☑
e. Pick up general delivery mail		☐	☐	☐	☑
f. Buying money orders		☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		☐	☐	☐	☑
h. Sending Express Mail		☐	☐	☐	☑
i. Buying stamp-collecting material	✓	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: Allan Ferguson

Address: #16 John Lane

Telephone: NP

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

X	Shopping
X	Personal needs
X	Banking
☐	Employment
☐	Social needs

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

X Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable X No Opinion

Name: Ruby Testerman

Address: 2359 Hwy 60

Telephone: 269-0106

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway or Morrilton
☑	Personal needs	Conway
☑	Banking	Conway
☑	Employment	Conway
☑	Social needs	Conway

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Lindsey Bates

Address: 579 Bethel Rd.

Telephone: 501-358-2855

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☐ YES ☑ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☑ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: FRED W. GROVE

Address: P.O. BX-8

Telephone: 501-759-2008

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
I WORK IN JACKSONVILLE, I PASS MANY

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: JOE B. FINCH

Address: 17 MTN. VALLEY RD. BIGELOW, AR 72016

Telephone: 501 759 2106

Date: 3/9/2011

Please include any additional comments below:

We have always had exceptional Postal Service and would hate to see it change.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Cheryl Roark

Address: 29 Mikolait

Telephone: 501-330-2831

Date: 3/9/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
On occasion I use another post office to mail a package

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Robin Osburn

Address: 15 Whitetail Lane Bigelow AR 72016

Telephone: 501 330-2440

Date: March 12, 2011

Please include any additional comments below:

I'm not sure about the changes. Sometimes it would be convenient to handle these services through my postal carrier but other than purchasing stamps I prefer to go to the post office. I want to keep our post office in Bigelow.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: TALitha Hurst

Address: 15 Para KeeT Ln Bigelow, AR 72016

Telephone: 501-330-2542

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
426 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: I pass the Post office off Hogan St. in Conway

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Rebecca Lauer / Travis Lauer

Address: 24 Stiefvater Lane Bigelow, AR 72016

Telephone: ———

Date: 3/14/11

Please include any additional comments below:

- Who ever delivers the mail everyday does a great job, we recieve our mail around exact time everyday and have never had a problem, just wanted to say thank you.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping Wal-Mart, Kroger
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Ronald Trice SR

Address: #44 Wye Mtn Estate Loop Bigelow AR 72016

Telephone:

Date: 3/8/11

Please include any additional comments below:

We are very satisfied with the Post office. We have never had any Reason to complain.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

4	Shopping	Conway · Perryville
4	Personal needs	- Conway
4	Banking	- Conway
5	Employment	- Conway
5	Social needs	- Conway

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

Yes 4 No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

Favorable Unfavorable No Opinion 5

Name: Donald Brunson + Audrey Burns

Address: 64 Quail Run Lane Bigelow AR 72016

Telephone:

Date: 3-12-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Have to go to Perryville on 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 _____
☐	Personal needs _____
☐	Banking _____
☐	Employment _____
☐	Social needs _____

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

☐ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000347 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

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

- ☐ Shopping Conway - Maumelle - L.R.
- ☐ Personal needs Little Rock
- ☐ Banking Maumelle
- ☐ Employment Retired
- ☐ Social needs

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Everett Wiley

Address: P.O. Box 82 269 Ball Park Rd.

Telephone: 759-2154

Date: 3-12-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000349 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Sometimes I live within 2 miles of Conway City Limits I would use Bigelow, if I were close to it.

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

☑ Shopping	Conway
☑ Personal needs	
☑ Banking	
☑ Employment	
☑ Social needs	Greenbrier -

I Live Near Conway. Just across Ark. River.

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office? ?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Dorothy Milburn

Address: 38 Gilliam Bigelow, Ar 72016

Telephone: 501-759-3288

Date: 3-5-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 00035 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Roy Able

Address: P.O. Box 247

Telephone: 501-759-3553

Date: 3-13-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000353 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Post office in Conway, 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 _____
- ☐ Personal needs _____
- ☐ Banking _____
- ☐ Employment _____
- ☐ Social needs _____

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

☐ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000355 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps (through letter carrier)	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services	YES	NO
a. Entering permit mailings	☐	☑
a. Resetting/using postage meter	☐	☑

Nonpostal Services	YES	NO
a. Picking up government forms (such as tax forms)	☐	☑
b. Using for school bus stop	☐	☑
c. Assisting senior citizens, persons with disabilities. ect.	☐	☑

If yes, please explain: _____

	YES	NO
d. Using public bulletin board	☐	☑
e. Other	☐	☑

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

I probably come near several PO's in LR weekly

3. For which 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 when I can

5. What is your opinion of the possible services changes at the Bigelow Post Office? Since I don't know what they are I can't manage an opinion

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Larry E. Lunsford

Address: #14 Lunsford Ln 72016

Telephone: 501 330-2236

Date: 3-11-11

Please include any additional comments below: I think our letter carriers do a great job. They help me access P.O. services. I am disabled and don't get away from home any more than I have to.

LEL

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000357 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: RUFUS & MARY GRAVES

Address: P.O. BOX 107 Bigelow, AR 72016

Telephone:

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-5631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐ 3xyr.
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐ 2xyr.
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ 2xyr.
h. Sending Express Mail	☐	☐	☐	☐ 2 x yr.
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Conway - Hogan Lane

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-29 00036 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping: Wal Mart, Kroger, Kohls, Malls
- [x] Personal needs: Doctor offices
- [x] Banking: Centennial Bank
- [ ] Employment
- [x] Social needs: Restaurants, Clubs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Kim Thompson

Address: 25 Sunshine Farms Rd. Bigelow AR

Telephone: (501) 759-1932

Date: 3/11/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000363 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway & Houston, Perryville & Perry

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: Roger & Dorreta George

Address: 2745 Hwy 60 E Bigelow, AR

Telephone: 501-759-3155

Date: 3/14/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Little Rock, Conway

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Terry & Diane Cobb

Address: PO Box 434 Bigelow

Telephone:

Date: 3/13/11

Please include any additional comments below:

The service at the Bigelow Post Office is lacking. We get other people's mail in our box, and I know other people get our mail. Several times we have NOT gotten monthly bills, + had to pay them online, One svc company charges 5.00 to do that. How hard is it to put the mail in the correct box?

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Sometimes - I don't know

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
I work in Conway - But I love our Post Office and the staff there!

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaires should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping — Conway, Morrilton
- [ ] Personal needs
- [x] Banking — Conway, Perryville
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Since I have not heard what the proposed changes are, I cannot comment either way.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Post Office 72223 Little Rock

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 Little Rock
☒	Banking Maumelle
☒	Employment No Little Rock
☒	Social needs

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Cheryl Gregory

Address: 102 Southview Lane

Telephone: 501-330-2681

Date:

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29 000373 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☑	Personal needs	"
☑	Banking	"
☑	Employment	"
☑	Social needs	"

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: T. Beam

Address: 92 Tanduck Ln

Telephone: 501-912-6324

Date: 3-20-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐ ✓	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐ ✓	☐
h. Sending Express Mail	☐	☐	☐ ✓	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name:

Address: Bigelow, AR 72016

Telephone:

Date: 3-15-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: Carla Alexander

Address: 4026 Hwy 60E Bigelow, AR 72016

Telephone: 501-759-3383

Date: 3-7-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000379 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Conway Post office on 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	Conway
☒	Personal needs	Conway
☒	Banking	Conway
☒	Employment	Conway
☒	Social needs	Conway

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Randall Price

Address: 1160 Pine Valley Rd Bigelow AR 72016

Telephone: 501 759 2231

Date: 3/17/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-5631

Docket # A2011-29 000381 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

☑	Shopping	Conway, Morrilton
☑	Personal needs	" "
☑	Banking	" "
☐	Employment	
☑	Social needs	" "

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Sheryl Johnson

Address: 332 Rodney Johnson Dr.

Telephone: 501-759-2435

Date: 03-12-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

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

☑	Shopping	CONWAY & LITTLE ROCK
☑	Personal needs	" " "
☑	Banking	" " "
☐	Employment	
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: JOHN H. EBBING

Address: 302 UNDERWOOD ROAD - (WYE TWIN)

Telephone: 501-330-2526

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000385 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [X] Shopping PERRYVILLE
- [ ] Personal needs
- [ ] Banking BIGELOW
- [ ] Employment CONWAY AR.
- [ ] Social needs

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

[X] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [X] No Opinion

Name: ROY DIXON

Address: 2459 HWY 60. E BIGELOW AR

Telephone: 501-759-2201

Date: 3-7-2017

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ ~~NO~~

a. Resetting/using postage meter ☐ YES ☑ ~~NO~~

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ ~~NO~~

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ ~~NO~~

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ ~~NO~~

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Hwy 10
☑	Personal needs	Hwy 10
☑	Banking	Hwy 10
☐	Employment	
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Ellen Talley

Address: 14520 Bringle Creek

Telephone: (501) 333-2234

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000389 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: To have mail held

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

☑ YES ☐ NO

If yes, please explain: Houston

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

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Conway
☑	Employment	Perryville
☑	Social needs	Perryville

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

Docket # A2011-29 000392 Bigelow, AR 72016

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

- ☑ Shopping – CONWAY
- ☑ Personal needs – V.A. & CONWAY, LITTLE ROCK, & No. LITTLE ROCK
- ☑ Banking – BANKING
- ☐ Employment (RETIRED)
- ☑ Social needs CONWAY

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: DOUGLAS C. RAPP

Address: 26 FAITH LANE, BIGELOW, AR 72016

Telephone: 479-970-2410

Date: 3-9-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Hogan Ave. Conway, AR

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Doreen Hoy

Address: 80 River Run Cove, Bigelow, AR 72016

Telephone: 501-328-7825

Date: 3-8-11

Please include any additional comments below:

* Less than monthly but more than never. 2-3x per year.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000395 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Conway, Little Rock
☒	Personal needs	Conway, Little Rock
☒	Banking	Little Rock
☒	Employment	Little Rock
☒	Social needs	Little Rock

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Jane Ann Zulpo

Address: 536 Baylor House Rd Bigelow, AR 72016

Telephone: 501-330-2645

Date: 8 MAR 11

Please include any additional comments below:

POST office TO remain open @ least 1 day later than normal business hours. Hard TO do business When their hours are the same as work hours.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: John Thurston

Address: 16900 Hwy 113

Telephone:

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000399 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☒	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Jeffrey Johns

Address: PO 237 Bigelow 72016

Telephone: 501 759 3007

Date: 8 Mar 11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ 2-3 times A year
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway 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?

- [x] Shopping – Conway
- [x] Personal needs – Conway
- [x] Banking – Conway
- [x] Employment – Conway
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Joan Gunther

Address: 99 Gray Lane, Bigelow

Telephone: (501) 759-2462

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☐	Personal needs	
☑	Banking	Conway
☑	Employment	
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Paul Gottsponer

Address: 290 Sunshine Farms Rd

Telephone: 759-3555

Date: 3-8-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

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 / CONWAY
☑	Personal needs	LITTLE ROCK / CONWAY
☑	Banking	LITTLE ROCK
☑	Employment	LITTLE ROCK / CONWAY
☑	Social needs	LITTLE ROCK / CONWAY

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: JOHN & KAYE WILLIAMS

Address: #7 MANNIE RD BIGELOW, AR. 72016

Telephone: (501) 772-8301

Date: 3/08/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☐ NO

If yes, please explain: _____

_____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Lee NUTT

Address: 741 Nail Farm Rd Bigelow 72016

Telephone: 7592340 7331654 C

Date: 8 mar 2011

Please include any additional comments below:

I think it is a stupid idea to close the office. We have the building & personnel that work here. All the junk mail we get, how about charging them more. I can't see where you will save any money. I'd look at other options. How many other post offices in Perry County that are smaller?

Lee Nutt

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Hogan Branch in Conway

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

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Conway
☑	Employment	~~Conway~~ Beebe
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: HOUSTON 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	MORRILTON
☑	Personal needs	"
☑	Banking	"
☐	Employment	
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: HENRY W. GRADY

Address: 1621 H.W.Y. 60 E. BIGELOW ARK. 72016

Telephone: ~~759~~ - 501 - 759-1930

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: Some time

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Edward & Christine Evans

Address: 71 Dra Hill Lane

Telephone: 501-759-2651

Date: 3-10-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29 0004 5 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

_____

d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO

If yes, please explain: _____

_____

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

☑ YES ☐ NO

If yes, please explain:
I WORK IN Conway + use Conway POs.

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

- ☑ Shopping – Conway or LR
- ☑ Personal needs – Conway
- ☑ Banking – Conway or online
- ☑ Employment – Conway
- ☑ Social needs – Conway, L.R, Hot Springs, Perryville

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: GERI KANE

Address: 18 Gilligan Cove – Bigelow, AR 72016

Telephone: 501-269-4611

Date: 3/8/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000417 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Chenal Pkwy 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	LR / conway
☒	Personal needs	" "
☒	Banking	" "
☒	Employment	" "
☒	Social needs	" "

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

☐ Yes ☒ No what businesses are in Bigelow?

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Robin Beatty

Address: 10 Lunsford Cv

Telephone: 501-330-2231

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000421 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
I WORK IN LITTLE ROCK.

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, CONWAY, MAUMELLE
- ☑ Personal needs — LITTLE ROCK
- ☑ Banking — LITTLE ROCK
- ☑ Employment — LITTLE ROCK
- ☑ Social needs — LITTLE ROCK

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: JOHN D. RYALS

Address: 33311 HEATHERRIDGE

Telephone: 501-330-1935

Date: 3-10-2011

Please include any additional comments below:

I HATE TO SEE IT GO. I RETIRE IN 10 YEARS AND WILL USE THIS OFFICE FOR ALL MY NEEDS

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000423 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping Conway, Little Rock
- ☑ Personal needs Perryville, Conway, Little Rock
- ☑ Banking Conway
- ☑ Employment N/A
- ☑ Social needs Conway, Little Rock

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Mason & Nancy Hill

Address: 106 Breezewood Rd.

Telephone: 501-889-2091

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Michael Bond

Address: 340 Hwy 113 South

Telephone: 759-3017

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ 1 or 2 times 15 yrs
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000429 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: pick up "held mail"

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

☑ YES ☒ NO

If yes, please explain: Always do business w/ Bigelow

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

☑	Shopping	Conway
☑	Personal needs	"
☑	Banking	"
☐	Employment	
☑	Social needs	"

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Phillip R Kedlerman

Address: 42 Fox Lane, Bigelow

Telephone: 501-759-3269

Date: 3-9-11

Please include any additional comments below:

should have additional choice of "Rarely". I had to check "Never" on a couple items. I had no choice.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-8621

Docket # A2011-29 000431 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Kroger, Walmart - L.B.
☐	Personal needs	
☒	Banking	Arvest - L.B.
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Betsy Waddle

Address: 168 Southview Dr. Bigelow

Telephone:

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000483 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	occasionally ☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Our address is Bigelow but we are on Hwy 16 & work & shop in Little Rock

3. For which 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

Note - We live 10 on Hwy Bigelow not near

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion — You've not suggested what changes - increase or elimination of services

Name: George Schroeder

Address: 42200 Torrington Dr

Telephone: 333 1973

Date: March 10 2011

Please include any additional comments below:

Services at Bigelow past office don't affect my family but are very important to families closer to town -- A fine facility should serve the city appropriately.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address.

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☒	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☒ NO

If yes, please explain: _____

_____

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

☐	Shopping	Conway - Little Rock
☐	Personal needs	Conway
☐	Banking	
☐	Employment	Little Rock
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Leon + Laura Olles

Address: P.O. Box 19 Bigelow Ar 72016

Telephone: ~~Bigelow~~ 501-759-2677

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Conway, Hogan Ln

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Jeffrey Johns

Address: PO 237 Bigelow 72016

Telephone: 501 759 3007

Date: 8 Mar 11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000443 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

My wife + I work in LR and use the post office there.

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

☑	Shopping	LR
☑	Personal needs	LR
☑	Banking	LR
☑	Employment	LR
☑	Social needs ?	church at Williams JCT.

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

☐ Yes ☑ No There are none,

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Mike Smith

Address: 294 Underwood Rd, Bigelow AR 72016

Telephone:

Date: 3-14-11

Please include any additional comments below:

We pass all the businesses we need in west LR. Bigelow is so small there are no businesses there. If the town grows we would consider changing where we conducted our business.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐ ☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐ ☒
i. Buying stamp-collecting material	☐	☐	☐	☐ ☒

Sometimes

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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	"
☒	Banking	Little Rock & Bigelow
☒	Employment	Little Rock
☒	Social needs	Little Rock

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9831

Docket # A2011-29 000447 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Brad Wroten

Address: 111 Wroten Rd Bigelow, Ar. 72016

Telephone: 501-391-2275

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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.
☒	Personal needs	L.R.
☒	Banking	L.R.
☐	Employment	Bigelow
☒	Social needs	LR

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: T. L. Archer

Address: 147 Ross Hollow Road Bigelow

Telephone: 501 330-1295

Date: 3-16-11

Please include any additional comments below:

Live closer to Roland / L.R. than Bigelow

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
Pass the Roland Post Office daily, however its hours of operation are not convenient.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

Little Rock

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000453 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☒ YES ☐ NO

If yes, please explain: I USE Conway 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?

X	Shopping
X	Personal needs
X	Banking
X	Employment
X	Social needs

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: MEL WILLIAMS

Address: 4214 HWY 60 E

Telephone: 501-759-2664

Date: 04-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000455 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [X] Shopping
- [X] Personal needs
- [X] Banking
- [X] Employment
- [X] Social needs

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

[X] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [X] No Opinion

Name: Brandi Coelho

Address: P.O Box 16 Bigelow AR 72016

Telephone: 501-607-2516

Date: 3-21-11

Please include any additional comments below:

The Staff at the Bigelow Post are always sweet and helpful!!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9611

Docket # A2011-29 000457 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: LittleRock

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, Conway
☑	Personal needs	" "
☑	Banking	LR
☑	Employment	Little Rock
☑	Social needs	LR, Conway

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Miranda Stone

Address: PO Box 99

Telephone: 501-580-0171

Date: 4/17/11

Please include any additional comments below:

- Mail lady could be a little more pleasant to customers Thanks!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Kandi Manes

Address: 270 Pine Valley Rd Bigelow AR 72016

Telephone: 501-1080-7317

Date: 3/8/2011

Please include any additional comments below:

I sure hoping yall are not wishing to close our post office when there are so many hole in the wall post offices that could be closed 1st also raising the prices of stamps and there are still little hole in the wall post offices up and running so frustrating.
example - Houston P.O. could use Bigelow or Perryville

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings	☒ YES	☐ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☒ YES	☐ NO

If yes, please explain:
Assisting Persons unable to go to Post Office by themselves!

d. Using public bulletin board	☒ YES	☐ NO
e. Other	☒ YES	☐ NO

If yes, please explain:
P.O. is desperately needed in Bigelow!

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

☐ YES ☒ NO

If yes, please explain:

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

- [x] Shopping to Little Rock - Some.
- [x] Personal needs in/for my business.
- [ ] Banking - in Bigelow
- [ ] Employment - Retired/Working Perry Co.
- [ ] Social needs - Church & Community Activities.

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Bennie Ross Harmon

Address: 31 Harmon Lane

Telephone: 479-495-0106

Date: 03-08-11

Please include any additional comments below:

Please do not take away our post office!!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-20 000463 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☑ YES ☒ NO

If yes, please explain: mail holding while ON VACATION

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

☒ YES ☐ NO

If yes, please explain: Conway P/O - when shopping or Dr. Appointments

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [ ] Social needs

4. Do you currently use local businesses in the community? Bigelow (NO)

   [ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

   [ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Robert & Irene Thoman

Address: 94 Sunshine Farms Rd. - Bigelow AR.

Telephone: 501-759-3184

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☑	☐	☐	☐
h. Sending Express Mail	☐	☑	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: James R Clark

Address: P.O. Box 313 Bigelow AR 72016

Telephone: 501-928-3450

Date: 8 March 2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping ~~Ben~~ Perryville, Conway
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Bertha L. Marlow

Address: 11 Marlow Lane Bigelow, Ark. 72016

Telephone: 501-759-2867 Cell. 501 889-4587

Date: 3/9/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000471 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐ when not delive
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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
☒	Personal needs	L R
☒	Banking	L R
☒	Employment	L R
☒	Social needs	L R

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Patricia Carroll

Address: 1477 Hwy 113 So.

Telephone: (501) 330-2420

Date: 3/11/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Conway
☐	Employment	
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Elena Hellinghoff

Address: 27 Hwy 113 South Bigelow

Telephone: 501 759 2300

Date: 3/12/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☑	☐	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☑	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [ ] No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐ occasionally
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ yearly
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- ☑ Shopping Conway
- ☑ Personal needs Conway
- ☑ Banking Perryville
- ☐ Employment
- ☐ Social needs

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

☐ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Marie Warmon

Address: 1402 Hwy 113-S

Telephone: 501-330-2403

Date: March 8, 2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 00048 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Maumelle Creek Liquor

Address: 40812 Hwy 10 W

Telephone:

Date: 3-14-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☑	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway, Russellville, Little Rock
☑	Personal needs	same as above
☑	Banking	Conway, Russellville, Bigelow
☑	Employment	Russellville
☑	Social needs	same as shopping

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Bigelow Assembly of God

Address: P.O. Box 161 Bigelow, AR 72016

Telephone: 501-759-3544

Date: 03-13-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: 3-14-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000487 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☑ YES ☐ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☑ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Sandra Criswell

Address: 320 Hwy 113 South Bigelow, AR 72016

Telephone: 501-514-5786

Date: 3/15/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☑	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: David Wiley

Address: PO Box 213 Bigelow, AR 72016

Telephone:

Date: 3-14-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	
a. Buying Stamps	☐	☐	☐	☐	as needed
b. Mailing Letters	☐	☐	☒	☐	
c. Mailing Parcels	☐	☐	☒	☐	
d. Pick up Post Office box mail	☐	☐	☐	☐	
e. Pick up general delivery mail	☐	☐	☒	☐	
f. Buying money orders	☐	☐	☐	☒	
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐	
h. Sending Express Mail	☐	☐	☐	☒	
i. Buying stamp-collecting material	☐	☐	☐	☒	

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Conway
☒	Personal needs	several places
☐	Banking	
☒	Employment	LR.
☒	Social needs	Church / Conway Golf / AFB

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: GARY OVERALL

Address: 265 Pine Valley Rd Bigelow, AR

Telephone: 501-759-3024

Date: 3-13-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: BARBARA GIPSON

Address: 2 Bills Loop, Bigelow, AR 72016

Telephone: 501-759-2287

Date: 3-12-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Suzy Stone

Address: P.O. Box 312, Bigelow, AR 72016

Telephone: 501-889-4189

Date: 3-12-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping CONWAY, MORRILTON, LITTLE ROCK
- [x] Personal needs " " "
- [x] Banking MORRILTON
- [ ] Employment – RETIRED
- [x] Social needs CONWAY, MORRILTON, LITTLE ROCK

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: GERALD RUSSENBERGER

Address: 171 UNDERWOOD RD. BIGELOW 72016

Telephone: 501 330-2456

Date: 3-14-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping
☑	Personal needs
☑	Banking
☐ Retired	Employment
☐	Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: DANIEL M. LOOMIS

Address: P.O. BOX 83 BIGELOW, AR 72016

Telephone: 1-501-759-2193

Date: 3/15/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☒	☐	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☑ YES ☐ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☑ YES ☐ NO

If yes, please explain:
Pick up Mail, Any other Needs they may have

d. Using public bulletin board — ☑ YES ☐ NO

e. Other — ☐ YES ☐ NO

If yes, please explain:
Public Info, community activities

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

☐ YES ☒ NO

If yes, please explain:

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

X	Shopping	LR
☐	Personal needs	
☐	Banking	
☐	Employment	
X	Social needs	LR

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

X Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable X Unfavorable ☐ No Opinion

Name: Charlie Clements

Address: P.O. Box 39 Bigelow Ar. 72016

Telephone: 501-889-4419 cell

Date: 3-8-11

Please include any additional comments below:

To our family, this is an unwise, unstable, unethical move on the part of the USPS

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☑	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: BOB MAY

Address: 28 TYLER HILL DR BIGELOW 72016

Telephone: 501-330-2170

Date: 9 March 2011

Please include any additional comments below:

Keep the post office just as it is.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Cheré Tarr

Address: 455 Wilson St.

Telephone: 501-813-4702

Date: 3/9/11

Please include any additional comments below:

Please do not close this office. there are much smaller post offices that don't even have routes that can be closed this office closing is a big inconvience to a lot of people.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000507 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [X] Unfavorable [ ] No Opinion

Name: Jerry Fakken

Address: P.O. Box 199

Telephone:

Date: 3-10-11

Please include any additional comments below:

I Very much like our Bigelow Post Office.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: HUSBAND IS IN WHEELCHAIR BECAUSE OF MUSCULAR DYSTROPHY.

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: POST OFFICE ON HOGAN ROAD IN CONWAY, ARKANSAS

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

- [x] Shopping PERRYVILLE, MORRILTON, CONWAY, LITTLE ROCK
- [x] Personal needs PERRYVILLE, MORRILTON, CONWAY, LITTLE ROCK
- [x] Banking CONWAY
- [x] Employment CONWAY
- [x] Social needs CONWAY, PERRYVILLE, RUSSELLVILLE, LITTLE ROCK

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion DO NOT CLOSE OR CUT SERVICES AT THE BIGELOW POST OFFICE.

Name: EDWIN AND MARY ANN McALISTER

Address: 1053 OLD DIXIE ROAD BIGELOW, AR 72016

Telephone: 501-759-2312

Date: 03-08-11

Please include any additional comments below:

WAS UNABLE TO USE RETURN ENVELOPE BECAUSE IT GOT WET IN OUR MAILBOX.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: mail parents insurance payments for Homes

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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

- [x] Shopping Bigelow, Morrilton & Conway
- [ ] Personal needs
- [x] Banking Morrilton
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

I cannot keep a mailbox after (4) (1) was brick. I had to go with the P.O Box!

Name: Theresa A. Hartman

Address: P.O. Box 352, Bigelow, AR 72016

Telephone: 501-759-2795

Date: March

Please include any additional comments below: Why are you trying to close this Post Office. Conway has more than it can handle Now! Toad Suck, & New Divie, & (BIGELOW) (Conway is moving over the River) are Now the Sub-urb of Conway. Please Do Not Close this Post Office. Why Not Close Small Post Offices like Perry OR Houston.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☒	☐
b. Mailing Letters	☐	☒	☒	☐
c. Mailing Parcels	☐	☒	☒	☐
d. Pick up Post Office box mail	☐	☒	☒	☐
e. Pick up general delivery mail	☐	☒	☒	☐
f. Buying money orders	☐	☒	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☒	☐
h. Sending Express Mail	☐	☒	☒	☐
i. Buying stamp-collecting material	☐	☒	☒	☐

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☒ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Teresa and Virgil Upton

Address: P.O. Box 117

Telephone: 1501-759-3033

Date: 3-8-011

Please include any additional comments below:

we need our post office because ~~the~~ of the mail and other thangs that comes in the mail. I have been here for meaning years we had the old post office and then they build us a new one and ~~know~~ ~~the~~ I ~~wou~~ wouldt to keep because it s going to ~~be~~ help the older on to get stamps and other thang.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Tom Oaks

Address: P.O. Box 191 Bigelow AR. 72016

Telephone: 501 889-3708

Date: 3-8-2011

Please include any additional comments below:

We need to keep this Post Office, Thank you

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping — Conway, Perryville
- [x] Personal needs — Conway
- [x] Banking — Perryville, Bigelow
- [ ] Employment
- [x] Social needs — Conway

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: SARAH Y. ALLEN

Address: P.O. Box 31 Bigelow

Telephone: 501 759-2552

Date: MARCH 23, 2011

Please include any additional comments below:

Being a Senior Citizen, and getting unable to get around easily, this would really be hard. With gas price like they are, I try to limit my trips to Conway or Perryville to 1 or 2 days a week.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: I work for the elem. school and use the P.O. to mail things daily.

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping Conway
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Heidi Wilson

Address: P. O. Box 235 Bigelow, AR 72016

Telephone: 501-759-3181

Date: 3-14-11

Please include any additional comments below:

I am very concerned that our post office may close. My husband and I both work for the school district (East End) located in Bigelow. The school and me personally rely on the post office daily. Please consider keeping the Bigelow Post Office open. Thanks for your careful consideration in doing what is best for our school and community.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
occasionally, when shopping in Little Rock

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, CONWAY, PERRYVILLE
- ☑ Personal needs SAME
- ☑ Banking BIGELOW, PERRYVILLE
- ☐ Employment
- ☑ Social needs CONWAY, LITTLE ROCK

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: MARTHA ILLEY

Address: 473 BAYLOR HOUSE ROAD, BIGELOW AR 72016

Telephone: 501-330-2837

Date: 3/12/11

Please include any additional comments below:

BIGELOW, WYE MOUNTAIN & SURROUNDING COMMUNITIES RELY ON THE LOCAL POST OFFICE FOR SERVICE, WHICH HAS BEEN OUTSTANDING IN THE 18 YEARS MY FAMILY HAS LIVED IN THE COMMUNITY. DON'T CHANGE ANYTHING.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000523 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail ✓	☐	☐	☐	yearly
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

When I go to Morrilton or [redacted] Jacksonville

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

- ☑ Shopping — Conway mostly —
- ☐ Personal needs " " " "
- ☑ Banking Morrilton or Russellville
- ☑ Employment N/A
- ☐ Social needs all of above + others =

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Linda Baker

Address: P.O. 291 - 425 N. Volman, Bigelow, Ark.

Telephone: 479-[redacted]-7479987 (Cell)

Date: 3-13-11

Please include any additional comments below:

I would not like to wait on carrier at mailbox to obtain services because they don't always arrive at the same time every day. A person might wait hrs. at times in bad weather.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:

I am slightly disable but can help others

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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

- ☑ Shopping Conway Wal-Mart or Morrilton
- ☑ Personal needs " " " "
- ☐ Banking Bigelow
- ☐ Employment Retired
- ☑ Social needs once weekly eat out

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Marie Langston

Address: P.O. Box 24

Telephone: (501) 759-2220

Date: 13 March 2011

Please include any additional comments below:

I do not drive except in Bigelow. I have to have someone take me to grocery store + doctor. It would be a hardship if we didn't have local postal service. We have a Bank + Cafe.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000527 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☑	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☐	Shopping	
☐	Personal needs	
☑	Banking	Little Rock
☑	Employment	" "
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Kathryn Schofield

Address: 33710 Heather Ridge Dr. Bigelow 72016

Telephone:

Date: 3/13/2011

Please include any additional comments below:

I use this post office all the time - They need to close the Houston P.O.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping — Conway or Little Rock
- [x] Personal needs — Conway
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Ron McConnell

Address: P.O. Box 5, Bigelow, AR 72016

Telephone: (501) 759-1994

Date: 3/9/11

Please include any additional comments below: Sounds as though you are planning to close our post office. This would be tragic. This Town and area need it! Many, many people depend on it. As far as using the carriers to service everyone, I, and my neighbors, would first have to "have" a carrier. We don't (508 Carden Street). I am in the City limits of Bigelow and you don't deliver to us. We have to have a P.O. Box to get our mail. You would need to expand your routes to service us (We are one block from the High School and no mail service now.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☒	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☒	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:

Pick up mail for house bound ovill person when they arent mobil enough to get their own

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Conway
☐	Personal needs	
☐	Banking	
☐	Employment	
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Elizabeth Boyles

Address: 2717 Hwy 13, Wye Mtn, Bigelow, AR 72016

Telephone: 330-2230

Date: 03/10/2011

Please include any additional comments below:

If we lose the Bigelow Post Office, we would have to travel 20 miles or more to obtain our postal services, too far for older or house bound people in this 5 mile area

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9611

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☑	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Dale Pearson

Address: #48 Dale Rd.

Telephone: 501-350-4863

Date: 3-27-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

when shopping in Conway two or three times 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
☑	Personal needs
☑	Banking
☐	Employment
☐	Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: LARRY BAKER

Address: 940 LANNING Loop BIGELOW, AR 72016

Telephone: 501-759-2380

Date: 3-24-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Deborah Nichols

Address: 1269 Old Dixie Rd

Telephone: 501-208-2796

Date: 3-11-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: have a po box at Hogan on Conway, AR 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	Conway
Personal needs	Conway
Banking	Conway or Perryville
Employment	Maumelle
Social needs	other cities

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☑ No Opinion

Name: Brenda Elliott

Address: PO Box 10308 Conway, AR 72034

Telephone: 501-759-2745

Date: 3/9/11

Please include any additional comments below:

while I have a mailbox in front of my home, I use my PO box in Conway because I was not always getting important time sensitive mail. (either quickly enough or sometimes not at all.) Not sure why the mail delivery was like that but it was the reason I stopped using Bigelow Post Office.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Doyle Young

Address: 1548 Tram Road

Telephone: 501 413-7361

Date: 3/16/2011

Please include any additional comments below:

I would use the Bigelow P.O. more if business hours were expanded on Saturdays. The post office is important to the community. Please consider that if retired & would frequent the P.O. more but work in LR with lots of drive time which cuts opportunities to use the Bigelow P.O.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping CONWAY & Morrilton, Perryville
- [x] Personal needs Conway & Morrilton, Perryville
- [ ] Banking Bigelow
- [x] Employment Morrilton
- [x] Social needs Bigelow, Morrilton, Conway, Perryville

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: LESIA REEVES

Address: P.O. Box 181 Bigelow, Ar. 72016

Telephone: 501-889-4121

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
Roland PO ; Chenal & Hwy 10 PO

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Susan & Gary Underwood

Address: 114 Ross Holland Road, Bigelow, AR 72016

Telephone: 501-330-2789

Date: 03/08/2011

Please include any additional comments below:

We have a great & dependable mail carrier who delivers daily. Our mail carrier knows his customers, personally places the mail in the box or at the front door when it is oversize.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Heather Neumeier

Address: P.O. Box 275 Bigelow

Telephone: 501-759-3249

Date: 3-10-11

Please include any additional comments below:

I LOVE our post office! I would hate for it to be shut down because of the effect on the community. This would hurt any growth that our small town has experienced. It's not just a matter of saving money, it would cause the view of the town in general to be bad. Why would someone want to move to a town without a post office? I grew up in this town and raised my own family here, I want my kids to know about how the post office works. They love to go get the mail & visit with the post people there.

PLEASE!!! Don't close my Post office.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Kimberley Hintzsche

Address: 36 Jeffrey Ln.

Telephone: (501) 759-3443

Date: 04/01/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29 000355 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway post office on Hogan lane

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

Shopping	Conway
Personal needs	Conway
Banking	Conway
Employment	Conway
Social needs	Conway

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Heather Patrick

Address: 1263 Old dixie Road

Telephone:

Date: 03/23/11

Please include any additional comments below:

Bigelow Post office is Terrible! terrible service and we dont always get our mail.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000557 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☑	☐	☑
c. Mailing Parcels	☐	☑	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I pass the office on Hoggard On the way to work & I usually use that 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	Walmart / Kroger
Personal needs	Walmart / Target / Dollar Tree
Banking	Bank of America
Employment	Conway Lodging
Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Linda Crouch

Address: 2938 Hwy 60 E

Telephone: 5018894363

Date: 3-22-11

Please include any additional comments below:

Although I do not utilize this office, I know many others that do

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000559 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	■	☐	☐
b. Mailing Letters	■	☐	☐	☐
c. Mailing Parcels	☐	■	☐	☐
d. Pick up Post Office box mail (When notified)	☐	☐	☐	☐
e. Pick up general delivery mail	■	☐	☐	☐
f. Buying money orders	☐	☐	☐	■
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	■
h. Sending Express Mail	☐	☐	☐	■
i. Buying stamp-collecting material	☐	☐	☐	■

Other Postal Services

a. Entering permit mailings ☐ YES ■ NO

a. Resetting/using postage meter ☐ YES ■ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ■ YES ☐ NO

b. Using for school bus stop ☐ YES ■ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ■ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ■ NO

e. Other ☐ YES ■ NO

If yes, please explain: _____

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

☐ YES ■ NO

If yes, please explain: _____

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

- [x] Shopping Perryville
- [x] Personal needs Perryville
- [x] Banking Perryville
- [x] Employment Retired
- [x] Social needs Perryville

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Walter Willis and Wanda Arnold

Address: 23 Pine Valley Rd [redacted] Houston AR

Telephone: [redacted]-759-3568

Date: 3-22-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

X	Shopping	Little Rock
X	Personal needs	"
X	Banking	"
X	Employment	"
X	Social needs	"

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: A + Bell

Address: PO Box 143

Telephone: 501 759 3374

Date: 3/19/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping Conway
- ☐ Personal needs
- ☐ Banking I bank on-line. Direct Deposit
- ☐ Employment
- ☑ Social needs Conway

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Mike & Myra Graham

Address: P.O. Box 156 Bigelow, AR 72016

Telephone: 501-258-0897

Date: March 9, 2011

Please include any additional comments below:

I do not leave Bigelow daily. I do go to the Post office ~~[illegible]~~ every day.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board . ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

I get my stamps from my Rural Postal Carrier

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Eda Segalla

Address: 5 Johns' Lane Bigelow, Ar. 72016

Telephone:

Date: 3-28-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☒ NO
If yes, please explain:		

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

☐ YES ☒ NO

If yes, please explain:

3. For which 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	Morrilton
☐	Social needs	

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

■ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ■ Unfavorable ☐ No Opinion

Name: Donna Freeman

Address: PO Box 416 Bigelow

Telephone: 501-759-1224

Date: 3-17-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐ ☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒ when needed			☐
h. Sending Express Mail	☐	☐	☐ ☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☒ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☒ YES ☐ NO

If yes, please explain: When Traveling To Conway Perryville or Little Rock 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

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: CLYDE WEST

Address: P.O. BOX 101

Telephone: 501- 759-2176

Date: 3/12/11

Please include any additional comments below:

I WOULD LIKE THE POST OFFICE TO REMAIN OPEN IN BIGELOW. SINCE WE ARE AT WORK IN THE DAYTIME IT WOULD BE DIFFICULT TO RECEIVE/SEND LETTERS REQUIRING SIGNATURES AND PACKAGES.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly (All LONGER THAN)	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

CONWAY PO used most often

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

☑	Shopping	Conway & Little Rock (LR)
☑	Personal needs	Conway & LR
☑	Banking	LR
☐	Employment	
☑	Social needs	Conway

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Bart & Christine Loucks

Address: 228 Sunshine Farms Rd, Bigelow AR 72016-7005

Telephone: 501-759-2527

Date: March 22, 2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Retail Stores
☒	Personal needs	Wal-mart
☒	Banking	US Bank
☒	Employment	N/A
☐	Social needs	

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Janie Clark

Address: 65 Whispering Pines Rd Bigelow, AR 72016

Telephone: (501) 330-2131

Date: 5-3-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
920 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Perryville while shopping

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

- ☒ Shopping PERRYVille, CONWAY, West Little Rock
- ☒ Personal needs MEDICAL IN WEST LITTLE ROCK
- ☒ Banking West Little Rock
- ☐ Employment Retired
- ☐ Social needs

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: GERALD STOPER

Address: 14009 BRINGLE CREEK Rd, Bigelow 72016

Telephone: 501-626-6020

Date: MAR 8, 2011

Please include any additional comments below:

I LIVE 15 miles FROM Bigelow AND 17 miles FROM PERRYVILLE AND West Little Rock. SINCE there ARE NO REAL STORES IN Bigelow, I don't shop there, JUST PASS THRU ON THE WAY to CONWAY

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☒	☐	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☒ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Pick up they're mail & mail things for them

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: Would Have to go to LR & Bigelow is More Convenent.

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Teresa Wilburn

Address: 73 Twin Peaks Trail

Telephone: _____

Date: 3/10/11

Please include any additional comments below:

I think it would be wrong to close it. For it helps all of our Community! Please Do Not Close.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000579 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Conway - Hogan

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: _____

Address: _____

Telephone: _____

Date: _____

Please include any additional comments below:

Bigelow is a small community and the post office provides a valuable service. The hours of operation are confusing. There are times it has been closed for lunch with no notification. Hours of operation should be clearly stated and followed.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000581 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping Conway / Morrilton / L. Rock
- ☐ Personal needs
- ☐ Banking Bigelow
- ☑ Employment Conway
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Nora Bennett

Address: P.O. Box 154

Telephone: 501-759-2342

Date: 3-9-11

Please include any additional comments below:

Dear sir,
We as a community have been very proud of our Post office and the service that we receive. I would like to know what we did wrong to deserve having this office closed when there are many smaller ones the state. We need our post office Please.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Nelson Carden

Address: 42 Carden Farm Drive

Telephone: 501 889-8170

Date: 3-10-11

Please include any additional comments below: I feel it would be a blow to the city of Bigelow to lose the Post Office!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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	Little Rock
Banking	Little Rock
Employment	In & OUT of State
Social needs	Little Rock, In & out of State

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

☑ Yes ☐ No [redacted]

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Tom & Valerie Goetz

Address: 33102 Heather Ridge Bigelow, AR 72016

Telephone: 501 330-2418

Date: 3/9/11

Please include any additional comments below:

The Bigelow Post Office has been essential for my business. Elimination or downsizing would absolutely stifle the economic growth in the area. I had rather see "Saturday delivery" be eliminated than the wonderful service this Post Office provides.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☑ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

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
- ☑ Personal needs Wal-Mart on Dave Ward Dr. Conway
- ☑ Banking Bigelow, Ar.
- ☐ Employment Retired
- ☑ Social needs Little Rock, Ar

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Donald Lee Langston

Address: PO Box 420

Telephone: 501-759-2899

Date: 3-8-11

Please include any additional comments below:

It is hard to think about closing a Post Office that has two heavy duty routes and leaving one open five miles away that has ½ of the volume.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: I Drive Senior Citizens Around Weekly From place To place

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Tom Oaks

Address: P.O. Box 153 Bigelow AR, 72016

Telephone: 501-759-3623

Date: 3-8-2011

Please include any additional comments below:

We Need To Keep this post office At Bigelow. Thank you

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☑ YES ☐ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☑ YES ☐ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway or Little Rock
☑	Personal needs	Conway or Little Rock
☐	Banking	
☐	Employment	
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Regina McKinney

Address: 214 Judy St.

Telephone: 501-391-2069

Date: 3-10-11

Please include any additional comments below:

Our community is dependent on the Post Office, schools, churches and store, if one is taken away we are losing our community piece by piece.

I personally use the Post Office often. The carriers do a wonderful job, but you can never tell what time to meet them because the mail truck may come at 7am or 8:30a.m. so it's hard to meet carrier for services

Everybody in Bigelow needs the Post Office here and we are proud of the office.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: James Scales

Address: 7 RiverCrest Dr

Telephone: 501 759 2916

Date: March 8, 2011

Please include any additional comments below: I think this is a new Post office way not Keep it open and close the older office at Houston which in years will need repairs costing more money for taxpayers. I think the government Post Office needs to consider things long term. We have lots of older People in the area.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29 000595 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services		
a. Entering permit mailings	☑ YES	☐ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Randal W. Black

Address: 1143 Old Dixie Road Bigelow, AR 72016

Telephone: 501-754-2650 501-454-8868

Date: March 8, 2011

Please include any additional comments below:

The Bigelow Post Office is a vital, close, convenient operation suited to my needs, personally and professionally.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
426 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐ as needed
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☒	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:
To send or pick up mail when they do not have any other way to get/send mail

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain:
Obtain additional phone books when needed

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

☐ YES ☒ NO

If yes, please explain:
I do not pass another P.O. while traveling to nearest town or city

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

☒	Shopping	Conway, AR
☒	Personal needs	–
☒	Banking	Bigelow, AR
☐	Employment	
☒	Social needs	Conway, AR

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:

It is too far for the community of older & shut in people to travel to get postal service, especially with the rising prices of gas & vehicle maintainance

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000599 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

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

- [x] Shopping CHENAL WALMART
- [x] Personal needs " "
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: DOUG HUETT

Address: 63 W SOUTHRIDGE RD

Telephone: (501) 330-2500

Date: 3-21-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-0631

Docket # A2011-29 000601 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:
sending mail off for other elder people, buy N Stamp

d. Using public bulletin board ☑ YES ☐ NO

e. Other yes I read the buttons ☐ YES ☐ NO Bill daily.

If yes, please explain:
Older people who doesnt drive.

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

☐ YES ☑ NO

If yes, please explain:
Information about different things.

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [x] Employment
- [x] Social needs (Church)

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: James & Sheila Hamblen

Address: P.O. Box 54 Bigelow, Ar. 72016

Telephone:

Date:

Please include any additional comments below:

Please do not close this post office because ~~like~~ one of else do not drive in alot of other places. This would ~~does~~ cause a very much of a Hardship to us. and alot of people here. We use this post office every day

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☒	☐	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☒	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Picking up their mail.

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [ ] Personal needs
- [ ] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: City Offices - Bigelow

Address: P.O. B. 177 - Bigelow

Telephone: 501-759-3080

Date: 3-8-11

Please include any additional comments below:

Closing this post office will put duress on our whole community and outlying areas!

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment Retired
- [x] Social needs

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

[ ] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: James Oaks

Address: 257 Hwy 60 E Bigelow AR 72016

Telephone: 501 759 2150

Date: 3-9-11

Please include any additional comments below: I Belive we Need to keep our Postal Service

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: use rural mail delivery

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Morrilton
☑	Personal needs	Morrilton
☑	Banking	Perryville
☑	Employment	Morrilton
☑	Social needs	Perryville & Morrilton

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: James & Jackie Thomas

Address: 563 Bethel Rd, Bigelow, Ark

Telephone: 759-2447

Date: 3-14-11

Please include any additional comments below:

Why is Bigelow Post office in danger of being closed, When there Are much smaller towns in the County such as Houston, Adona, Perry, Casa ect?

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000609 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	CONWAY, PERRYVILLE, LITTLE ROCK
☒	Personal needs	CONWAY, PERRYVILLE, LITTLE ROCK
☒	Banking	LITTLE ROCK
☐	Employment	
☒	Social needs	LITTLE ROCK, CONWAY

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: W. M. MOONEY JR

Address: 33100 HWY 300

Telephone: 501-330-2843

Date: 03/14/11

Please include any additional comments below:

PLEASE DON'T CLOSE THE POST OFFICE.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000611 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: Posting Rental property - Yard Sale -

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping Conway Wal-Mart (Dave Ward Dr.)
- [ ] Personal needs
- [ ] Banking Local Bank
- [ ] Employment Retired
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Richard & Charlsie CARDEN

Address: 46 Hwy 113 So Bigelow Ar

Telephone: 501-759-2367

Date:

Please include any additional comments below:

I am a senior citizen who lives two miles from the Post Office We have a route Box, but my mother has a Post office box. I pick up her mail at the Post office about twice a week. We have out of state relatives we mail packages to as well as lots of Christmas Cards. This area is one of the fastest growing in the county. I feel it is a disservice to the Bigelow area residents to close the Post Office. I see the school secretaries daily mailing bundles of letters, an picking up mail.

Charlsie & Richard Carden

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000613 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☒ Monthly coops
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: Pick up phone books

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

☐ YES ☒ NO

If yes, please explain: _____

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

X	Shopping
X	Personal needs
X	Banking
X	Employment
X	Social needs

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

X Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable X Unfavorable ☐ No Opinion

Name: Meloney Kristofik and Michael Kristofik

Address: 78 Wilderness Trail P.O. Box 87

Telephone: 501-759-3588

Date: 3-20-2011

Please include any additional comments below: Please Put a Stamp Machine (workers) back at Bigelow, Post Office

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 0006 5 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐ -	☐ -occasiona
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☐ occasionall
d. Pick up Post Office box mail	☒	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐ occasionally
f. Buying money orders	☐	☐	☐	☐ occasionall
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ - occasionall
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☒ NO
If yes, please explain:		

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

☐ YES ☒ NO

If yes, please explain:

ON SOME OCCASIONS I PASS WITHIN ¼ MILE OF A POST OFFICE DURING BUSINESS HOURS

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, Conway, Perryville
☒	Personal needs	Little Rock
☒	Banking	Little Rock
☐	Employment	- RETIRED
☒	Social needs	Little Rock

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: P. H. Cox

PHYSICAL ADDRESS 17501 Cobb Lane.

Address: P. O. Box 310, Bigelow, AR. 72016.

Telephone: 501-330-1285

Date: 3-14-2011

Please include any additional comments below: THE PROPOSED SERVICES WILL BE OF NO BENEFIT TO ME AS I LIVE ON A RURAL ROUTE AND MY MAILBOX IS LOCATED SOME DISTANCE FROM THE HOME SITE, IT IS NOT ADVISABLE TO LEAVE ANYTHING AT THE MAILBOX THAT IS OF VALUE OR CONTAINS PERSONAL INFORMATION. FOR THIS REASON I RENT A BOX AT THE POSTOFFICE IN BIGELOW.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☒	☐	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☒	☐	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: NO

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Joshua Grafton

Address: BOX 343 Bigelow, AR 72016

Telephone: 501-9048844

Date: 3/15/11

Please include any additional comments below:

Please do not close our post office. We use it all the time!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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, Conway
☑	Personal needs	11
☑	Banking	4
☐	Employment	
☑	Social needs	4

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Paula Mobley

Address: 33100 Hwy 300

Telephone: 501-330-2843

Date: 3/14/11

Please include any additional comments below:

PLEASE DO NOT CLOSE BIGELOW P.O.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011129-00062 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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, Broward Drive Conway
☑	Personal needs	11
☑	Banking	
☐	Employment	
☐	Social needs	

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Jacque Kristofik

Address: 772 old Dixie Rd Bigelow, AR 72016

Telephone: 501-759-2251

Date: 3-11-11

Please include any additional comments below:

Closing the Bigelow Post Office would
cause a major hardship on the
Community, School & Businesses.
Please keep our Post Office Open.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Nancy A. Wade

Address: 78 Mannie Road

Telephone: 501-330-2787

Date: 3-8-11

Please include any additional comments below:

I would hate to lose the Bigelow Post Office. Our mail carrier is the best. (Lonnie Akridge) Please keep him!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000625 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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

☒	Shopping	Conway
☒	Personal needs	
☒	Banking	Little Rock Conway
☐	Employment	
☒	Social needs	Little Rock Conway

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Roger Isgrig

Address: 1631 TRAM RD

Telephone: 501 765 0203

Date: 3-10-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Little Rock Markham

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Danny D. Weatherly

Address: 21 Ole Country Lane Bigelow 72016

Telephone: 330-2412 Area Cd. 501

Date: 3-17-11

Please include any additional comments below:

Postal service is good. Needs not to change

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Being a Servent

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Not Very often

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: D.H. Boyles

Address: 14 TANNER Dr.

Telephone: (501) 208-6108

Date: 3-20-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000631 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☐

1 yr
3 mth

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☑ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:
buying stamps - send mail - picking up important letters

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:
people could not get mail carrier -

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

☐ YES ☑ NO

If yes, please explain:
not on main highway -

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 Little Rock
- ☑ Banking Bigelow
- ☑ Employment retired
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: James & Joann Mayo

Address: 1035 Old Dixie Road

Telephone: 1-501-759 2401

Date: 3-21-2011

Please include any additional comments below:

I attened the meeting 3-17-11 – It was very unsatisfactory. You could not hear the people questions nor the (postal Employee) answers. I live on the East End of Perry County – we retired here out of LittleRock in 1986 – Since we moved here – this end of the county has grown about 3X as many homes as when is came – Conway City Limits is a half mile form the River I have to to their post office – 2 times in 26 years and both times I had to stond in line and this was not on the Bigelow mailing –

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: D.S. AGED

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: Did NOT KNOW THERE WAS ONE?

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

☑ YES ☐ NO

If yes, please explain: HOUSTON, PERRYVILLE, CONWAY.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: NO

Address: NO

Telephone: NO

Date: 3-8-2011

MAIL SERVICE IS GETTING WORSE. CAN NOT GET IT TO THE RIGHT BOXES, LESS HOURS

Please include any additional comments below:

EVERY TIME YOU RAISE STAMP COST I USE MAIL LESS.

CHANGING OVER TO PAPERLESS BECAUSE STAMP ARE TO HIGH LIKE PAPER STATEMENT, BUT COST TO HIGH

YOU ARE PUTTING YOURSELFS

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway, 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
☑	Personal needs
☑	Banking
☐	Employment
☑	Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Allyson Segan

Address: 12 Sunshine Farms Road

Telephone: 501-759-3050

Date: 3-8-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000637 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:
My husband picks up his medicine occassionally

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain:
Houston & Morrilton PO

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

☑	Shopping Morrilton - Perryville - Conway
☐	Personal needs
☑	Banking Perryville - Morrilton
☑	Employment Morrilton
☐	Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Janet & Paul Camp

Address: 480 Baylor House Road Bigelow, AR 72016

Telephone: 5013301954

Date: 3-8-2011

Please include any additional comments below:

Please keep Bigelow P.O. open

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000639 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Drive handicap to P.O.

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: MARTHA STARKS

Address: 19800 Hwy 300 Spur

Telephone: 501-330-2290

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000641 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Jessica + Mitchell Lagrange

Address: 19020 Hwy 113 Bigelow, AR 72016

Telephone: 501-330-1212

Date: 3/10/11

Please include any additional comments below:

I utilize the Bigelow Postoffice often to buy stamps, mail letters, and most importantly, mail packages. Because we already live eight miles ~~from~~ (south) Bigelow, it would be very inconvenient to have to travel to Conway, Little Rock, or Perryville just to mail a package or buy a book of stamps. With the rising costs of fuel, etc., I am sure that the closure of this local postoffice would have a detrimental effect on our small town's economy.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Mary Hatfield

Address: #8 Summitt Dr Bigelow, Ar 72016

Telephone: 759-2834

Date: 3-16-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000645 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Self

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Louis Johnson

Address: P.O. Box 299 Bigelow Ar 72016

Telephone: 501-759-3481

Date: 3/15/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Buford Gipson

Address: 1801 Hwy 300 Bigelow Ar 72016

Telephone: 501 7592302

Date: 3-16-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- ☑ Shopping Conway, AR
- ☑ Personal needs Conway, AR
- ☑ Banking Perryville, AR
- ☐ Employment
- ☐ Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Bill and Viva Baker

Address: P.O. Box 162 Bigelow, AR 72016

Telephone: 501-759-2361 or 501-472-6103

Date: 3-14-2011

Please include any additional comments below:

I Don't Like the idea of my personal mail left in a Roadside Mail Box by a CARRIER. I had that choice giving to me when I first moved to my ADDRESS. 36 years ago. I choose the POST Office Box and Pay a anual Box Rent; so my mail could be in a secure LOCK BOX AND I ould be the only one with a key.

n today world with ALL the IDENTITY Theft going on, that's one of y #1 Reason NOT TO leave my mail in a mailBox Roadside, with ALL y Bank Account, Credit Card numbers easy access to anyone who might ke advantage of ANYONE information.

I sincerely hope & Pray our city is ABLE TO keep our current POST Offic

Thanks.

Viva & Bill Baker

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name: Ransy Gentry-Jones & Joe Jones

Address: 41 MTN Valley Rd

Telephone: 501-759-2108 / 339-1280

Date: 3-14-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000653 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Conway
☐	Personal needs	
☑	Banking	Conway
☐	Employment	
☑	Social needs	Conway

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Monica Crocker

Address: P.O. Box 241 Bigelow

Telephone: 501-759-3678

Date: 3-17-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO would if they had them

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: for community events, items for sale, advertising

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

☑ YES ☐ NO

If yes, please explain:

I pass Houston P.O. to do business in Perryville & attend Sr. citizens

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: Mary Tipton

Address: PO Box 182, Bigelow, Ar 72016

Telephone: 501-759-2848

Date:

Please include any additional comments below:

It will be very inconvenient for me to have Bigelow P.O. closed. I use it almost every day. Also when you close a town's P.O. it has a very negative effect on the community. There are several other ways to save money. Are you saving money on the rural routes carrying mail back + forth to Conway, at the price gas now is? Would likely decrease property values

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☒	Shopping	Perryville, Conway
☒	Personal needs	Conway
☐	Banking	Bigelow
☒	Employment	Conway
☒	Social needs	Conway

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Ethel Tipton

Address: 52 Jason Ln Bigelow Ark 72016

Telephone: 501-759-2917

Date: 3-17-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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 but I DO use the post office

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ VERY Unfavorable ☐ No Opinion

Name: Jolbert & Allena Dixon

Address: 21 Kenney Rd Bigelow AR 72016

Telephone: 501-759-3063

Date: March 17, 2011

Please include any additional comments below: If it is neccessary to go out of town to mail packages, buy money orders etc I can use Fed Ex or UPS instead of USPS. If you close the Bigelow Post Office & go all rural, you will cause needless delays of my mail & the carrier's ~~are~~ delivery time will change daily due to extra time necessary for the next day return of reciepts, etc. This will also inconvenience people who have PO boxes. Nothing good can come of the closure of the Bigelow Post Office for its customers.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: MAURICE BEST

Address: 159 Keddey Rd Bigelow, AR 72016

Telephone: 501-759-3135

Date: 3/17/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock AR 72205-9631

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never	
a. Buying Stamps	☐	☑	☐	☐	
b. Mailing Letters	☑	☐	☐	☐	
c. Mailing Parcels	☐	☐	☑	☐	
d. Pick up Post Office box mail	☑	☐	☐	☐	
e. Pick up general delivery mail	☐	☐	☐	☐	
f. Buying money orders	☐	☐	☐	☐	Occasional
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐	
h. Sending Express Mail	☐	☐	☑	☐	
i. Buying stamp-collecting material	☐	☐	☑	☐	

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: mailing & picking up mail for people who can't go outside

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

~~If yes~~, please explain: Water Boil notices = Quickest way to notify

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

☑ YES ☑ NO

If yes, please explain: disabled so rarely go to other places outside business hours

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

☐ See front	Shopping
☐	Personal needs
☐	Banking
☐	Employment
☐	Social needs

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Glenda & Jeff Smith

Address: PO Box 93 Bigelow AR 72016

Telephone: 5017592139

Date: 3-17-2011

Please include any additional comments below:

My husband can't do postal business due to the hours ~~we~~ he works. I am unable to do out of town business during working hrs due to disability

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Work in Little Rock

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Nancy J. Rusch, Ph.D.

Address: 392 Baylor House Road
Bigelow, AR 72016-9764

Telephone:

Date: 3/18/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Tawni Whitley

Address: 22 W. River Heights Bigelow Ark 72016

Telephone: 501-283-0579

Date: 3/16/2011

Please include any additional comments below:

Our Post Office is a wonderful Centre to our community and needs to be sustained. The folks that work there are kind - generous and helpful -

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☐ YES ☑ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☑ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☑ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☑ NO

If yes, please explain: _____

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

☑	Shopping	Morrilton
☑	Personal needs	"
☑	Banking	"
☐	Employment	NA
☐	Social needs	Morrilton

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Vickie Cannon

Address: 52 Quail Run Bigelow AR 72016

Telephone: 501-931-2087

Date: 3-12-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

Docket # A2011-29 000671 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

I do not Want the Bigelow Post office to Close, Because Where i live people steal + i dont want my stuff Stolen because i always order stuff thur the mail + with the post office i know that my stuff Will be safe there, Where it would not out in the Route. thank you

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

- [x] Shopping Conway
- [x] Personal needs Conway
- [x] Banking Bigelow
- [ ] Employment None
- [ ] Social needs Conway

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Ivy McGhee

Address: PO Box 52 Bigelow Ar 72016

Telephone: 501-759-3643

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000673 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: TRACEY Gehrb

Address: 8 Jupiter Dr

Telephone: 501-330-2442

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000675 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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	Little Rock
☒	Banking	Little Rock
☒	Employment	Little Rock
☒	Social needs	Little Rock

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Igor Gubrij

Address: 33601 Turkey Ridge Dr.

Telephone: (501) 330-2133

Date: 3/8/11

Please include any additional comments below:

Please, be attentive when delivering mail. It happens pretty often that I get mail, which should be delivered to my neighbor, and vice versa.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Madeline McClendon

Address: 35 Mannie Rd

Telephone: 501-330-2198

Date: March 10, 2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	■	☐	☐
b. Mailing Letters	■	☐	☐	☐
c. Mailing Parcels	■	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	■
e. Pick up general delivery mail	☐	☐	☐	■
f. Buying money orders	☐	■	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	■	☐
h. Sending Express Mail	☐	☐	■	☐
i. Buying stamp-collecting material	☐	■	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ■ NO

a. Resetting/using postage meter ☐ YES ■ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ■ YES ☐ NO

b. Using for school bus stop ☐ YES ■ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ■ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ■ NO

e. Other ☐ YES ■ NO

If yes, please explain: _____

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

☐ YES ■ NO

If yes, please explain: _____

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

- ☐ Shopping
- ☐ Personal needs
- ■ Banking MORRILTON
- ☐ Employment
- ☐ Social needs

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

☐ Yes ■ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

■ Favorable ☐ Unfavorable ☐ No Opinion

Name: JOHN NUT

Address: 97 PEARLIE LN

Telephone: 1-501-759-2194

Date: 3-9-11

Please include any additional comments below:

I'M RETIRED I GET A CHECK FROM A BANK IN LITTLE ROCK I WAS DATED 28 FEB IT TOOK 5 DAYS TO GET IT TO BIGELOW.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-5631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO Not Available

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Roland (Never Used) LR Chenal Valley (monthly)

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	Little Rock
☑	Banking	AR Fed C R U West Branch LR
☐	Employment	Retired
☐	Social needs	Little Italy + LR

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

☐ Yes ☑ No None

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Mr. Doyle Mahan

Address: 33814 Highway 300 Bigelow, AR 72016

Telephone: None

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO Not Available

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Roland (Never Used) LR Chenal Valley Dr (monthly)

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

☒	Shopping	Conway - Berryville
☐	Personal needs	Same
☐	Banking	Same
☐	Employment	Retired
☐	Social needs	Hospice

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

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Erma & Vince Frisby - Janet Smith

Address: 34 Jaron Lane - Wye MT.

Telephone: 330-2106 330-2675 Jan's

Date: 3-8-2011

Please include any additional comments below:

It would be a specials hardship with out the post office.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000685 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: George Stresle

Address: 4104 Hwy 60 E, Bigelow, AR, / Conway, AR

Telephone: 501-329-7962 501-759-3556

Date: 3/10/11

Please include any additional comments below:

I live in Conway, but have a mobile home @ 4104 Hwy 60 E, Bigelow 72016 for personal & family use.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

not monthly but sometimes

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: HURON LANE IN LR BRANCH office maybe 2X a year

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

☐ Yes ☐ No There are no businesses in Wye Mt.

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: McClain

Address: 40223 Reese Creek Rd

Telephone: 501-330-2206

Date: 3/8/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000689 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [x] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Tony Mosher

Address: 121 MTN Village

Telephone: Bigelow AR 72016 501-330-2233

Date: 3-8-11

Please include any additional comments below:

Lonnie our postman is a very good Employee for USPS.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Perryville

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Sara Rogers

Address: 18025 Cameo Rd. Bigelow 72016

Telephone: (501) 804-1521

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Phyllis Lofton

Address: 55 Taylor Creek Rd.

Telephone: 759-3367

Date: 3/8/11

Please include any additional comments below:

I normally use Houston P.O. or Conway P.O.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Cancer

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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

- [x] Shopping CONWAY + LITTle Rock AR
- [ ] Personal needs Perryville, CONWAY, LITTle Rock
- [x] Banking Bigelow + Perry Ville AR.
- [ ] Employment Retirement
- [ ] Social needs CONWAY + LITTleRock

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Buddy + Phyllis Wroten

Address: 135 Wroten Rd Bigelow AR 72016

Telephone: 501-759-2374

Date: 3-9-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☑	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:

post offices in Conway where I work

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Brandi Spears

Address: 62 Wye Mtn. Est. Loop Bigelow AR 72016

Telephone: 501 330-2140

Date: 3-8-11

Please include any additional comments below:

I would like to have the Stamp machines put back in the post office.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name:

Address: 93 Park Rd Bigelow Ark 72016

Telephone:

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Dennis Cheatham

Address: 19 Rivercrest Dr.

Telephone: 759-3630

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000703 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
Other PO are closer than Bigelow, Use Chenal; Markham

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	Little Rock
☒	Banking	Little Rock
☒	Employment	Little Rock
☒	Social needs	Little Rock

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: K S Cowan

Address: 13 Turner Dr Bigelow AR 72016

Telephone: NA

Date: 3/13/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: I AM

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? NO

☐ YES ☐ NO

If yes, please explain: Dont NEED CHANGE

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

☐	Shopping	CONWAY
☐	Personal needs	"
☐	Banking	CONWAY - PERRYVILLE
☐	Employment	
☐	Social needs	CONWAY

4. Do you currently use local businesses in the community? HAVE NONE

☐ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion DON'T CHANGE

Name: ANTHONY J. STRASSLE

Address: BIGELOW

Telephone: 501 759-2390

Date: 3-10-11

Please include any additional comments below: DON'T NEED CHANGE

Anthony J. Strassle ARE 84

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:
Roland

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

- ☑ Shopping - LR
- ☑ Personal needs - LR
- ☑ Banking - LR
- ☐ Employment
- ☐ Social needs

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Ward

Address: 33224 Hwy 300 Bigelow AR 72016

Telephone:

Date: 3/11/11

Please include any additional comments below:

I have a Bigelow address but never go in to Bigelow. I pass the Roland post office every day. I wish that when I HAVE to pick up packages from the post office, it could be at Roland instead.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Work in North Little Rock; not Post Office close to work.

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Brenda Bradley

Address: 160 Breezewood Rd.

Telephone: Bigelow AR 72016

Date: 3/15/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Little Rock - 600 Off Cantrell Rd (Pleasant Ridge Shopping Center)

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Amy Burgess

Address: 82 Tanner Dr. Bigelow, AR 72016

Telephone: 501-529-4041

Date: 3/15/11

Please include any additional comments below:

I work in Little Rock and live on Lye Mtn. The Bigelow Post office is out of my way in daily travel, and I usually get postal services in Little Rock.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

Docket # A2011-29 000713 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Conway

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

☑	Shopping	Conway, AR
☑	Personal needs	Conway, AR
☐	Banking	—
☐	Employment	—
☐	Social needs	—

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

☑ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Tara A. Long

Address: # 54 Park Road, Bigelow, AR 72016

Telephone: 501-472-9870

Date: 3/13/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services (Rural carrier)	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	occasionally		
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:
I'm closest to Conway

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

☑	Shopping	CONWAY
☑	Personal needs	Conway
☑	Banking	Conway
☐	Employment	
☐	Social needs	

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

☐ Yes ☑ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Eugene + Mamie Staton

Address: 114 Toadsuck Lane, Bigelow

Telephone: 501-759-2854

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Harry E. McQueen

Address: 265 Ross Hollow Road - Bigelow, AR 72016

Telephone: 501-590-6706

Date: 3/10/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☐ (NO)

a. Resetting/using postage meter ☐ YES ☐ (NO)

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ (NO)

b. Using for school bus stop ☐ YES ☐ (NO)

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ (NO)

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ (NO)

e. Other ☐ YES ☐ (NO)

If yes, please explain: _____

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

☐ YES ☐ (NO)

If yes, please explain: _____

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Kennith Buchanan

Address: 24 Toadsuck Ln. Bigelow, AR 72016

Telephone: (501) 759-2153

Date: 03-08-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐ 4or5 yrs
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☐	☐ Every 2 mo
d. Pick up Post Office box mail	☐	☐	☐	☐ As notified
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐ Rarely E
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:

Houston is closer or Conway For Shopping

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

☒	Shopping	Conway
☒	Personal needs	Little Rock & Conway
☒	Banking	Conway
☐	Employment	Retired
☒	Social needs	CHurcH Conway

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

☐ Yes ☒ No Few if Any

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion need Better Roads

Name: Ruby A. Herring

Address: 333 Breezewood RD.

Telephone: 1.501.759.1270

Date: 3.11.2011

Please include any additional comments below: Donate Closed Buidlings To Pet Shelters so ALLe Stray Cats & Dogs are returned to other Counties to be Adopted As Perry County is worse for Dumping Animals Than Dog-Town NLR, Ark USA.

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain:
Chenal Parkway or Hwy 300 & Hwy 10

3. For which 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 There aren't any in my immediate area.

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion If closer to home or work Bigelow is 22 miles out of my way.

Name: Debra J. Blackwell

Address: 119 Ross Hollow Rd. Bigelow AR 72016

Telephone: 501-231-8943

Date: 3-10-11

Please include any additional comments below:

I love my carrier. Mr. Lonnie is always helpful and will deliver packages the next day when I ask him, if I'm not home. The postoffice is to far away and is closed by the time I get off work.

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I LIVE APPRX. 15 MI FROM BIGELOW. IT'S MORE CONVENIENT TO STOP AT A P.O. IN LITTLE ROCK WHERE I DO MOST OF MY BUSINESS, SHOPPING, ETC.

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

- [x] Shopping
- [x] Personal needs
- [x] Banking
- [ ] Employment
- [x] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: DAVID ROBERTSON

Address: 43124 Hwy. 10

Telephone: (501) 529-1785

Date: 03/09/11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Leonard L. Bradberry

Address: 12 E. River Heights Est

Telephone: 501-912-3761

Date: 3-9-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: IN CONWAY & IN LITTLE ROCK.

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

- [x] Shopping
- [ ] Personal needs
- [x] Banking
- [x] Employment
- [ ] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: MARK HAYNES

Address: 112 MTN. VILLAGE EST.

Telephone: 501-330-2743

Date: 3-8-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☒	☐	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Mr Walter A Townes

Address: McNutt WR 17

Telephone: 759-2260

Date: 3-12-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000733 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Conway, Main St

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

X	Shopping
X	Personal needs
X	Banking
X	Employment
X	Social needs

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

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Walter Harvey

Address: 168 Sunshine Farms Rd

Telephone: 501-514-5325

Date: 3-9-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000735 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I work in Conway / across the street from Main St

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

- [x] Shopping — Conway
- [x] Personal needs — Conway
- [x] Banking — Conway
- [x] Employment — Conway
- [x] Social needs — Conway

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Tawanna Tackett

Address: 7 Jeffrey Lane

Telephone: 501-391-2348

Date: 3-10-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000737 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐
b. Mailing Letters	☐	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☒	☐	☐
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Adhd, BiPolar, DDD

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: College Rehabilitation

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

☒ YES ☐ NO

If yes, please explain: College letters Packages

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

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [x] Social needs

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

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: Thomas Hayes Jr.

Address: PO Box 335 Bigelow AR, 72016

Telephone: 501-759-3293

Date: 03/12/2010

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000739 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Virgil Irvin

Address: 1280 Mannie Road, Bigelow, 72016

Telephone: 501-257-7367

Date: 3-11-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-3631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings — ☐ YES ☑ NO

a. Resetting/using postage meter — ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) — ☐ YES ☑ NO

b. Using for school bus stop — ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. — ☑ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☑ NO

e. Other — ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

- [x] Shopping WAL-MART
- [ ] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

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

[ ] Yes [x] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[x] Favorable [ ] Unfavorable [ ] No Opinion

Name: GERALD HOLLAND

Address: 42805 HWY 10, BIGELOW, ARK, 72016

Telephone: 501-208-3645

Date: Tue. 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr.
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: The Roland 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
☒	Personal needs
☐	Banking
☒	Employment
☒	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Clifford TAYLOR

Address: ~~179 Ledge~~ 179 Ledwedge Rd, Bigelow, ARK 72016

Telephone: 501-330-2592

Date: 3/8/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000745 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Diane & Kenneth Hood

Address: 49 Ira Gill Lane

Telephone: 501 759-2863

Date: 3/8/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000747 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: REV RICHARD P DAVIS

Address: 20 ST BONIFACE DR, BIGELOW, AR 72016

Telephone: 501-759-2371

Date: 3/8/11

Please include any additional comments below:

I THINK THE BIGELOW POST OFFICE IS VITAL TO OUR COMMUNITY - THEY DO A GOOD JOB PROVIDING US SERVICE -

THANK YOU

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: Conway

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒	Shopping	
☒	Personal needs	
☒	Banking	all to Conway
☐	Employment	
☒	Social needs	

4. Do you currently use local businesses in the community?

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion only if transferred to Conway

Name: Lesley Oslica

Address: 139 Rainbow Ln, Bigelow AR 72016

Telephone:

Date: 3/6/14

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 00075 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☑ YES ☐ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☑ Favorable ☐ Unfavorable ☐ No Opinion

Name: Fitzhugh

Address: 34500 Fitzhugh LN Bigelow AR

Telephone:

Date: 3-9-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000753 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: assisting Relatives + others

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☑ YES ☐ NO

If yes, please explain: Business in Perryville_Conway, Morrilton, etc.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑	Shopping
☑	Personal needs
☑	Banking
☐ Ret-	Employment
☐ Some	Social needs

4. Do you currently use local businesses in the community?

☐ Yes ☑ (No)

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: WALTER & JEAN HIGHT

Address: 3036 Hwy. 60 E., BIGELOW, AR. 72016

Telephone: 501-759-2586

Date: MARCH 8, 2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000755 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑	Shopping	Conway
☑	Personal needs	Conway
☑	Banking	Conway
☐	Employment	
☑	Social needs	Conway, Little Rock

4. Do you currently use local businesses in the community?

☐ Yes ☒ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Rosalie Dielmann

Address: 180 Faisst Ln

Telephone: 501-759-3677

Date: 3/8/11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000757 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Bonnie Fedde

Address: 178 S. Fedde Rd.

Telephone:

Date: 3-8-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000758 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Billy Joe Hall

Address: 924 Front St

Telephone: 501-759-2058

Date: 3-8-2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29 000761 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail				
f. Buying money orders	☐	☒	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒	Shopping	Morrilton + Conway ark.
☒	Personal needs	Conway ark Bigelow ark
☒	Banking	Morrilton ark Bigelow ark
☒	Employment	Morrilton ark
☒	Social needs	Bigelow + Conway morrilton ark

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: [illegible] SR Betty Olles

Address: 74 St Boniface Ver

Telephone: 501 889 3814

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000763 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐	Shopping	Conway
☐	Personal needs	
☐	Banking	
☐	Employment	
☐	Social needs	

4. Do you currently use local businesses in the community?

☐ Yes ☐ No None available

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Wayne Reed SR.

Address: P.O Box 307

Telephone: 501- 514-5098

Date: March 8-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9611

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

3. For which 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

5. What is your opinion of the possible services changes at the Bigelow Post Office?

☐ Favorable ☑ Unfavorable ☐ No Opinion

Name: Willie L Davie

Address: 188 Bethel AME Rd Bigelow Ar

Telephone: 501 759-2396

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29-000767 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☑ YES ☐ NO

If yes, please explain: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- [x] Shopping
- [x] Personal needs
- [ ] Banking
- [ ] Employment
- [ ] Social needs

4. Do you currently use local businesses in the community?

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [ ] Unfavorable [x] No Opinion

Name: Allen L. Craig

Address: 34714 Fifty high Lane

Telephone: N/A

Date: 03/09/2011

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

Docket # A2011-29.000769 Bigelow, AR 72016

UNITED STATES POST OFFICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Bigelow Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☑ YES ☐ NO

If yes, please explain: _____

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? PERRYVILLE

- [x] Shopping MORRILTON BIGELOW CONWAY
- [ ] Personal needs PERRYVILLE MORRILTON
- [ ] Banking BIGELOW PERRYVILLE MORRILTON
- [ ] Employment PERRYVILLE
- [ ] Social needs

4. Do you currently use local businesses in the community?

[x] Yes [ ] No

5. What is your opinion of the possible services changes at the Bigelow Post Office?

[ ] Favorable [x] Unfavorable [ ] No Opinion

Name: GLENN TILLMAN

Address: 3797 HWY 60 E BIGELOW ARK 72016

Telephone: 501-472-4345

Date: 3-8-11

Please include any additional comments below:

Completed questionaire should be returned to the following address:

Arkansas District Consumer Affairs
420 Natural Resources Dr
Little Rock, AR 72205-9631

UNITED STATES POSTAL SERVICE®

06/06/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 06/01/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

JACKIE STUBITSCH
Post Office Review Coordinator
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

DOCKET NO. 1354949
ITEM NO. 36
PAGE 1

Date of Posting: 05/31/2011

Posting Round Date:

Date of Removal: 06/01/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BIGELOW, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354949 - 72016

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 06/06/2011

Postal Customers of the Bigelow Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Bigelow Post Office, which was posted 03/31/2011 through 06/01/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Bigelow Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

Sarah Cannon

SARAH CANNON
420 NATURAL RESOURCES DR
LITTLE ROCK, AR 72205-4100

UNITED STATES POSTAL SERVICE®

06/08/2011

MEMO TO THE RECORD

SUBJECT: BIGELOW
Docket Number 1354949 - 72016

The proposal to consolidate the BIGELOW was posted with an "Invitation for Comments," at the BIGELOW from 03/31/2011 through 06/01/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

JACKIE STUBITSCH
Post Office Review Coordinator
ARKANSAS PFC District

UNITED STATES POSTAL SERVICE®

A. Office

Name: BIGELOW State: AR Zip Code: 72016
Area: SOUTHWEST District: ARKANSAS PFC
Congressional District: AR02 County: PERRY
EAS Grade: 16 Finance Number: 040828
Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Jackie Stubitsch Date: 06/08/2011
Title: ARKANSAS PFC Post Office Review Coordinator
Tele No: (501) 228-4171 Fax No: (650) 577-5059

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	0
Favorable comments	0
Unfavorable comments	0
No opinon expressed	0
Total comments returned	0

Postal Concerns

The following postal concerns were expressed

Date of Posting: 03/31/2011

Posting Round Date:

Date of Removal: 06/01/2011

Removal Round Date:

PROPOSAL TO CLOSE THE BIGELOW, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE (REVISED)

DOCKET NUMBER 1354949 - 72016

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster position became vacant when the postmaster was reassigned on July 31, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and earns 4.3 hours per day

The Bigelow Post Office, an EAS-16 level, provides service from 07:30 to 16:00 Monday - Friday , 07:30 to 10:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 256 post office box or general delivery customers and 1,058 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 40 transaction(s) accounting for 46 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: $55,423 (145 revenue units) in FY 2008; $50,845 (133 revenue units) in FY 2009; and $46,897 (122 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Anne Watson Elementary School to answer questions and provide information to customers. 74 customer(s) attended the meeting.

On March 04, 2011, 1528 questionnaires were distributed to delivery customers of the Bigelow Post Office. Questionnaires were also available over the counter for retail customers at the Bigelow Post Office. 317 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 44 favorable, 169 unfavorable, and 104 expressed no opinion.

One congressional inquiry was received on February 23, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Conway Post Office, an EAS-22 level office. Window service hours at the Conway Post Office are from 09:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are 289 post office boxes available.

Retail service is also available at the Houston Post Office an EAS-15 level office, located two miles away. Window service hours at Houston Post Office are from 09:00 16:30, Monday through Friday and 10:00 12:00 on Saturday. There are 289 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

   Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **Concern:** Customers felt the level of while service was decreasing

   Response: The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

3. **Concern:** Customers were concerned about a change of ZIP Code

   Response: The customer expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

4. **Concern:** Customers were concerned about having to travel to another post office for service

Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. **Concern:** Customers were concerned about mail security

Response: The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

6. **Concern:** Customers were concerned about senior citizens

Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

7. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

Response: The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

8. **Concern:** Customers stated the town was incorporated and should have a postmaster

Response: The customer stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

Some advantages of the proposal are:

1. The rural or contract delivery carrier 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 proposal 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.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Bigelow is an unincorporated community located in PERRY County. The community is administered politically by City of Bigelow. Police protection is provided by the Perry Co Police Department. Fire protection is provided by the Bigelow Fire Department. The community is comprised of commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Anne Watson Elementary Bigelow High School Bigelow Baptist Church Church of Christ Assembly of God St Boniface Bethel AME Chruch New Beginnings Soul's Anchor Church Wye Church , Fast Way Farmers Bank Double D Feed City of Fourche City of Bigelow Reeds Construction Johnson Bros Rockwaller Farm Toadsuck Storage Duffer Digest Foreign Car Repair Hammerle Lawncare Wilson Security Zulpo Construction River Valley Classic Landscaping FJ Winc Woodland Insurance Lipsmeyer Construction Oaks Brothers Tax Services Complete Forms TSOS Jody's Hair and Nails Nutt Farms Mad Tax Service Stanton Drapes Minchew Advertising Hwy 60 Mini Storage Hair Shack ECC Zinser Farms Toadsuck Water Co Carden Farms Tie Downs Inc Weaver and Son Hightower Construction Buchanan Rentals Corp of Engineers Gary's Car Restoration Huff Music Harding Drywall Koch Realty Whispering Horse Farms Hills Flooring The Store Native Works Wing Spur Inc Fagan Construction Fogler Construction Guenther Construction Pulaski Fire Department Wye Mountain Candles . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bigelow Post Office will be available at the Conway Post Office. Government forms normally provided by the Post Office will also be available at the Conway 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:

1. **Concern:** no comments received

   Response:

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster was reassigned on July 31, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 109,808 with a breakdown as follows:

Postmaster Salary (EAS-16, No COLA)	$ 73,757
Fringe Benefits @ 33.5%	$ 24,709
Annual Lease Costs	+ $ 29,493
Total Annual Costs	$ 127,959
Less Annual Cost of Replacement Service	- $ 18,151
Total Annual Savings	$ 109,808

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster was reassigned on July 31, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bigelow Post Office provided delivery and retail service to 256 PO Box or general delivery customers and 1,058 delivery route customers. The daily retail window transactions averaged 40. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated $109,808 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrie

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Bigelow Post Office , Houston Post Office and Conway Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Sarah Cannon

SARAH CANNON
Manager, Post Office Operations

03/31/2011
Date

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared: 03/08/2011

2. Post Office Name: BIGELOW

3. State and ZIP + 4 Code: AR, 72016-9998

4. District, Customer Service: ARKANSAS PFC

5. Area, Customer Service: SOUTHWEST

6. County: PERRY

7. Congressional District: AR02

8. Reason for Proposal to Discontinue: This office is vacant and earns 4.3 hours per day.

9. PO Emergency Suspend *(Reason and Date)*: No Suspension

10. Proposed Permanent Alternate Service:

11. Staffing

a. [ ] PM [✓] PM Vacancy Reason & Date: was reassigned Occupied 07/31/2010

b. [✓] OIC [ ] Career [ ] Non-Career

c. Current PM POSITION Level (150): EAS-16 Downgraded from EAS-16

d. No of Clerks- 1 No of Career- 1 No of Non-Career- 0

e. No of Others- 3 No of Career- 2 No of Non-Career- 1

12. Hours of Service

a. Time M-F	Sat	Total Window Hours Per Week
a. Lobby Time M-F	**Sat**	
24	24	37.50

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	256
c. City Delivery	0
d. Rural Delivery	1,058
e. Highway Contract Route Box	0
f. Total	1,314
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	40.20

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	3,513	563
b. Newspaper	782	7
c. Parcel	106	11
d. Other	0	0
e. Total	4,401	581
f. No. of Postage Meters		1
g. No. of Permits		0

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008	$ 55,423	$ 73757	$24,709
2009	$ 50,845		
2010	$ 46,897		

16a. Quarters

[ ] Postal Owned [✓] Leased *(If Leased, Expiration Date)* 05/31/2012 Annual Lease $ 29493

30-day cancellation clause? [ ] Yes [✓] No Evicted? [ ] Yes [✓] No (If Yes, must vacate by)

Located in: [ ] Business [ ] Home [ ] Other Suitable alternate quarters available? [ ] Yes [✓] No

16b. Explain:

17. Schools, Churches and Organization in Service Area: No. 10

Anne Watson Elementary Bigelow High School Bigelow Baptist Church Church of Christ Assembly of God St Boniface Bethel AME Chruch New Beginnings Soul's Anchor Church Wye Church

18. Businesses in Service Area: No. 53

Fast Way Farmers Bank Double D Feed City of Fourche City of Bigelow Reeds Construction Johnson Bros Rockwaller Farm Toadsuck Storage Duffer Digest Foreign Car Repair Hammerle Lawncare Wilson Security Zulpo Construction River Valley Classic Landscaping FJ Winc Woodland Insurance Lipsmeyer Construction Oaks Brothers Tax Services Complete Forms TSOS Jody's Hair and Nails Nutt Farms Mad Tax Service Stanton Drapes Minchew Advertising Hwy 60 Mini Storage Hair Shack ECC Zinser Farms Toadsuck Water Co Carden Farms Tie Downs Inc Weaver and Son Hightower Construction Buchanan Rentals Corp of Engineers Gary's Car Restoration Huff Music Harding Drywall Koch Realty Whispering Horse Farms Hills Flooring The Store Native Works Wing Spur Inc Fagan Construction Fogler Construction Guenther Construction Pulaski Fire Department Wye Mountain Candles

19. Administrative/Emanating Office *(Proposed)*

Name CONWAY EAS Level 22 Miles Away 12.5

Window Service Hours: M-F 09:00 16:30 SAT 10:00 12:00

Lobby Hours: M-F 24 hrs SAT 24 hrs

PO Boxes Available: 289

20. Nearest Post Office *(if different from above)*

Name HOUSTON EAS Level 15 Miles Away 2.0

Window Service Hours: M-F 09:00 16:30 SAT 10:00 12:00

Lobby Hours: M-F 24 hrs SAT 24 hrs

PO Boxes Available: 289

21. Prepared by

Printed Name and Title	Signature	Telephone No. AC ()
JACKIE STUBITSCH	*JACKIE STUBITSCH*	(501) 228-4171
PO Discontinuance Coordinator Name	**Telephone No. AC ()**	**Location**
JACKIE STUBITSCH	(501) 228-4171	LITTLE ROCK, AR

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE®

06/08/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
BIGELOW
Docket Number 1354949 - 72016

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

DAVID CAMP
District Manager

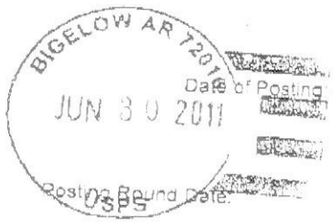
LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	BIGELOW, AR, 72016-9998
EAS Level:	16
District:	ARKANSAS PFC
County:	PERRY
Congressional District:	AR02
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	was reassigned
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	256
General Delivery:	0
Rural Route:	1,058
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	1,314

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/31/2010	Postmaster vacancy occurred. Reason: was reassigned
	OIC: Career: 3 Noncareer: 1 Other Employees: 3
12/07/2010	District manager authorization to study.
03/04/2011	Questionnaires sent to customers. Number sent: 1528 Number Returned: 317 Analysis: Favorable 44 Unfavorable 169 No Opinion 104
	Petition received. Number of signatures: 0 Concerns expressed:
02/23/2011	Congressional inquiry received: Yes Concerns expressed: geographical location of the city of Bigelow, the closure would place an undue burden on his constituates
03/29/2011	Proposal and checklist sent to district for review.
03/29/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/29/2011	Proposal and invitation for comments posted and round-dated.
06/08/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 6 No Opinion 0 0
None	Premature PRC appeal received. Concerns expressed:
03/08/2011	Updated PS Form 4920 completed (if necessary).
06/08/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

JACKIE STUBITSCH Name/Title	(501) 228-4171 Telephone Number
JACKIE STUBITSCH District Post Office Review Coordinator	(501) 228-4171 Telephone Number



Date of Posting: 06/30/2011

Posting Round Date:

Date of Removal: 08/01/2011

Removal Round Date:

FINAL DETERMINATION TO CLOSE
THE BIGELOW, AR POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354949 - 72016

Date of Posting: 06/30/2011

Posting Round Date:

Date of Removal: 08/01/2011

Removal Round Date:

FINAL DETERMINATION TO CLOSE THE BIGELOW, AR POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354949 - 72016

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster position became vacant when the postmaster was reassigned on July 31, 2010. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: This office is vacant and earns 4.3 hours per day

The Bigelow Post Office, an EAS-16 level, provided service from 07:30 to 16:00 Monday - Friday , 07:30 to 10:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 256 Post Office box customers and 1,058 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 40 transaction(s) accounting for 46 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: $55,423 (145 revenue units) in FY 2008; $50,845 (133 revenue units) in FY 2009; and $46,897 (122 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Anne Watson Elementary School to answer questions and provide information to customers. 74 customer(s) attended the meeting.

On March 04, 2011, 1528 questionnaires were distributed to delivery customers of the Bigelow Post Office. Questionnaires were also available over the counter for retail customers at the Bigelow Post Office . 317 questionnaires were returned. 44 responses were favorable, 169 unfavorable, and 104 expressed no opinion regarding the proposed alternate service.

One congressional inquiry was received on February 23, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Conway Post Office, an EAS-22 level office. Window service hours at the Conway Post Office are from 09:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are 289 post office boxes available.

Retail service is also available at the Houston Post Office an EAS-15 level office, located two miles away. Window service hours at Houston Post Office are from 09:00 16:30, Monday through Friday and 10:00 12:00 on Saturday. There are 289 post office boxes available for rent.

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 for loss of community identity

   Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **Concern:** Customers felt the level of while service was decreasing

   Response: The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

3. **Concern:** Customers were concerned about a change of ZIP Code

   Response: The customer expressed a concern about a change of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

4. **Concern:** Customers were concerned about having to travel to another post office for service

   Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. **Concern:** Customers were concerned about mail security

   Response: The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

6. **Concern:** Customers were concerned about senior citizens

   Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

7. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

   Response: The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

8. **Concern:** Customers stated the town was incorporated and should have a postmaster

   Response: The customer stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

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 Bigelow Post Office was posted with an invitation for comment at the Bigelow Post Office , Houston Post Office and Conway Post Office from March 31, 2011 to June 01, 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

Bigelow is not an incorporated community located in PERRY County. The community is administered politically by City of Bigelow. Police protection is provided by the Perry Co Police Department. Fire protection is provided by the Bigelow 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: Anne Watson Elementary Bigelow High School Bigelow Baptist Church Church of Christ Assembly of God St Boniface Bethel AME Chruch New Beginnings Soul's Anchor Church Wye Church , Fast Way Farmers Bank Double D Feed City of Fourche City of Bigelow Reeds Construction Johnson Bros Rockwaller Farm Toadsuck Storage Duffer Digest Foreign Car Repair Hammerle Lawncare Wilson Security Zulpo Construction River Valley Classic Landscaping FJ Winc Woodland Insurance Lipsmeyer Construction Oaks Brothers Tax Services Complete Forms TSOS Jody's Hair and Nails Nutt Farms Mad Tax Service Stanton Drapes Minchew Advertising Hwy 60 Mini Storage Hair Shack ECC Zinser Farms Toadsuck Water Co Carden Farms Tie Downs Inc Weaver and Son Hightower Construction Buchanan Rentals Corp of Engineers Gary's Car Restoration Huff Music Harding Drywall Koch Realty Whispering Horse Farms Hills Flooring The Store Native Works Wing Spur Inc Fagan Construction Fogler Construction Guenther Construction Pulaski Fire Department Wye Mountain Candles . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bigelow Post Office will be available at the Conway Post Office. Government forms normally provided by the Post Office will also be available at the Conway 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:

1. **Concern:** Customers were concerned about growth in the community.

   Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster was reassigned on July 31, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 109,808 with a breakdown as follows:

Postmaster Salary (EAS-16, No COLA)	$ 73,757
Fringe Benefits @ 33.5%	$ 24,709
Annual Lease Costs	+ $ 29,493
Total Annual Costs	$ 127,959
Less Annual Cost of Replacement Service	- $ 18,151
Total Annual Savings	$ 109,808

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Bigelow, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Conway Post Office, located 13 miles away.

The postmaster was reassigned on July 31, 2010. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bigelow Post Office provided delivery service to 1,058 customers and 256 PO Box customers. The daily retail window transactions averaged 40. There are one 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 $109,808 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 Bigelow Post Office , Houston Post Office and Conway Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Bigelow Post Office 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 20268-000l. 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 Bigelow Post Office , Houston Post Office and Conway Post Office during normal office hours.

06/28/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date