

FINAL DETERMINATION TO CLOSE
THE EAST CAMDEN, AR BRANCH
AND CONTINUE TO PROVIDE
SERVICE BY INDEPENDENT POST OFFICE

DOCKET NUMBER 1438579 - 71701

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The office was studied for possible closing or consolidation due to the following reasons: this is a finance station of Camden. No deliveries. Only PO Boxes and a retail unit.

The East Camden Branch, provides service from 08:30-12:30,14:30-16:30 Monday - Friday , closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to [REDACTED] post office box or general delivery customers and no 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 [REDACTED] transaction(s) accounting for [REDACTED] minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: [REDACTED] in FY 2008; [REDACTED] in FY 2009; and [REDACTED] in FY 2010. There were seven permit mailer(s) or postage meter customer(s).

On April 25, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 0 customer(s) attended the meeting.

On March 11, 2011, 111 questionnaires were distributed to delivery customers of the East Camden Branch. Questionnaires were also available over the counter for retail customers at the East Camden Branch. 57 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 53 unfavorable, and 3 expressed no opinion.

One congressional inquiry was received on March 08, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Camden Post Office, an [REDACTED] level office. Window service hours at the Camden Post Office are from 08:00 16:30, Monday through Friday, and 10:00 12:00 on Saturday. There are [REDACTED] post office boxes available.

The proposal to close the East Camden Branch was posted with an invitation for comment at the East Camden Branch and Camden Post Office from May 11, 2011 to July 12, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:**

Response:

The following nonpostal concerns were expressed from questionnaires, 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 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 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.
4. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
5. **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.
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:** this is a Station of the Camden Post Office, no community meeting is required
- Response:**

Some advantages of the proposal 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 proposal are:

1. The loss of a retail outlet and a manager 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 final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

East Camden is an unincorporated community located in Ouachita County. The community is administered politically by City of Camden. Police protection is provided by the City of Camden Police Dept. Fire protection is provided by the City of Camden Fire Dept. The community is comprised of commuters and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: see attached PLUS: General Dynamics Rt 1 Box 195 A Hampton AR 71744 Harmony Grove School District 401 Ouachita 88 Highland Machine works 315 HWY 274 McKelvin & Sons Inc 114 Ouachita 203 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the East Camden Branch will be available at the Camden Post Office. Government forms normally provided by the Post Office will also be available at the Camden Post Office or by contacting your local government agency.

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

None

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

III. EFFECT ON EMPLOYEES

Any Employees assigned to this facility will be relocated with the Postal Service.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ [REDACTED] with a breakdown as follows:

Manager and/or Clerk Savings	\$
Fringe Benefits @ [REDACTED]	[REDACTED]
Annual Lease Costs	[REDACTED].
Total Annual Costs	[REDACTED]
Less Annual Cost of Replacement Service	[REDACTED].
Total Annual Savings	[REDACTED].

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the East Camden, AR Branch and provide delivery and retail services by independent post office under the administrative responsibility of the Camden Post Office, located four miles away.

The East Camden Branch provided delivery and retail service to [REDACTED] PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged [REDACTED]. There are seven 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 [REDACTED] annually. A disadvantage to some will 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 rural or contract delivery carrier.

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 East Camden Branch and Camden Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the East Camden Branch may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at East Camden Branch and Camden Post Office during normal office hours.

[REDACTED]

Vice President of Delivery and Post Office Operations

07/13/2011

Date