Postal Regulatory Commission
Submitted 8/29/2011 2:15:31 PM
Filing ID: 75189
Accepted 8/29/2011

UNITED STATES POSTAL SERVICE

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	11/29/10
2.	Notice (if appropriate) to Headquarters of suspension	NA
3.	Notice (if appropriate) to customers/district personnel of suspension	NA
4.	Highway map with community highlighted	12/20/10
5.	Eviction notice (if appropriate)	NA
6.	Building inspection report and original photos of building deficiencies (if appropriate)	NA
7.	Post Office and community photos	12/20/10
8.	Form 150, *Postmaster Workload Information*	12/20/10
9.	Worksheet for calculating work service credit	4/8/11
10.	Window transaction record	12/20/10
11.	Record of incoming mail	12/20/10
12.	Record of dispatched mail	12/20/10
13.	Administrative postmaster/OIC comments	12/20/10
14.	Inspection Service/local law enforcement vandalism reports	12/20/10
15.	Post Office fact sheet	4/8/11
16.	Community fact sheet	4/8/11
17.	Alternate service options/cost analysis	4/8/11
18.	Form 4920, *Post Office Closing or Consolidation Proposal—Fact Sheet*(with past three fiscal years of total revenue and revenue units)	4/8/11
19.	Analysis of investigative findings/recommendations	4/8/11
20.	Questionnaire instruction letter to postmaster/OIC	4/8/11
21.	Cover letter, questionnaire, and enclosures	4/8/11
22.	Returned customer questionnaires and Postal Service response letters	4/8/11
23.	Analysis of questionnaires	4/8/11

Item No.	Description	Date Entered into Record
24.	Community meeting roster	4/8/11
25.	Community meeting analysis	4/8/11
26.	Community meeting letter (if community meeting held prior to questionnaire)	2/17/11
27.	Petition and Postal Service response letter (if appropriate)	7/1/11
28.	Congressional inquiry and Postal Service response letter (if appropriate)	4/8/11
29.	Proposal checklist	4/8/11
30.	District notification to Government Affairs	4/8/11
31.	Instructions to postmaster/OIC to post proposal	4/19/11
32.	Invitation for comments exhibit	4/19/11
33.	Proposal exhibit	4/19/11
34.	Comment form exhibit	4/19/11
35.	Instructions for postmaster/OIC to remove proposal	6/1/11
36.	Round-date stamped proposals and invitations for comments from affected offices	6/21/11
37.	Notification of taking proposal and comments under internal consideration	6/21/11
38.	Customer comments and Postal Service response letters	6/23/11
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	NA
40.	Analysis of comments	6/27/11
41.	Revised proposal (if appropriate)	NA
42.	Updated Form 4920 (if appropriate)	NA
43.	Certification of record	6/27/11
44.	Log of Post Office discontinuance actions	6/27/11
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	6/30/11
46.	Headquarters' acknowledgment of receipt of record	6/30/11

Item No.	Description	Date Entered into Record
47.	Final determination transmittal letter from Headquarters	7/8/11
48.	Instruction letter to postmaster/OIC on posting	7/14/11
49.	Round-date stamped final determination cover sheets	8/17/11
50.	*Postal Bulletin Post Office Change Announcement* form	NA
51.	Appeal letter (if appropriate)/No appeal letter	8/17/11
52.	Public notice postings on appeal (if appropriate)	8/17/11
53.	Additional Congressionals and customer correspondence	8/24/11
54.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
55.	Vice President, delivery and retail, instruction letter	
56.	Letter to customers	
57.	Notification to local Address Management Systems (AMS) to update AMS database	
58.	Announcement in *Postal Bulletin*	

11/29/2010

MICHAEL FUREY
DISTRICT MANAGER
NORTHERN VIRGINIA PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 10th congressional district.

Post Office Name:	STAR TANNERY
Zip+4 Code:	22654-9998
EAS Level:	11
Finance Number:	518544
County:	Frederick

Number of Customers:

Post Office Box:	36
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	36

The above office became vacant when the postmaster retired on 04/01/2009.
This office had less than two hours of workload per day in Fiscal Year 2010.

DENNIS VOORHEES
Manager, Post Office Operations

Approval to Study for Discontinuance:

MICHAEL.S.FUREY@USPS.GOV
DISTRICT MANAGER
NORTHERN VIRGINIA PFC

11/29/2010
DATE

cc: Area Manager, Public Affairs and Communication

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: STAR TANNERY
Area: CAPITAL METRO
Congressional District: 10th
EAS Grade: 11
State: VA Zip Code: 22654
District: NORTHERN VIRGINIA PFC
County: Frederick
Finance Number: 518544

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

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

Prepared by: Dennis Voorhees
Title: NORTHERN VIRGINIA PFC Post Office Review Coordinator
Tele No: (540) 667-3352
Date: 12/20/2010
Fax No: (540) 662-8130

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: STAR TANNERY State: VA Zip Code: 22654
Area: CAPITAL METRO District: NORTHERN VIRGINIA PFC
Congressional District: 10th County: Frederick
EAS Grade: 11 Finance Number: 518544

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

There was no Emergancy Supension for this office

Prepared by: Dennis Voorhees Date: 12/20/2010
Title: NORTHERN VIRGINIA PFC Post Office Review Coordinator
Tele No: (540) 667-3352 Fax No: (540) 662-8130

UNITED STATES POSTAL SERVICE®

A service of White pages

Post Office™ Locations

PRINT | BACK

Post Office™ Locations in the STAR TANNERY, VA area

1 **Post Office™ Location - STAR TANNERY**
2112 STAR TANNERY RD
STAR TANNERY, VA 22654-9998
(800) ASK-USPS
(800) 275-8777
(540) 465-8083
0.5 mi

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

Services
PO Boxes Online

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

2 **Post Office™ Location - CAPON SPRINGS**
BACK CREEK ROAD
CAPON SPRINGS, WV 26823
(800) ASK-USPS
(800) 275-8777
(304) 874-3206
5.3 mi

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

Services
PO Boxes Online

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

3 **Post Office™ Location - FISHERS HILL**
2753 BATTLEFIELD RD
FISHERS HILL, VA 22626-9997
(800) ASK-USPS
(800) 275-8777
(540) 465-3198

Business Hours
Mon-Sat
9:00am-3:00pm
Sun
closed

6.7 mi

4 **Post Office™ Location - STRASBURG**
152 W KING ST
STRASBURG, VA
22657-9998
(800) ASK-USPS
(800) 275-8777
(540) 465-4586
7.2 mi

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

Services
PO Boxes Online

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

5 **Post Office™ Location - HIGH VIEW**
ROUTE 259 S
HIGH VIEW, WV
26808
(800) ASK-USPS
(800) 275-8777
(304) 856-3500
7.8 mi

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

Services
PO Boxes Online

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

Post Office™ Locations near STAR TANNERY, VA

By City

CAPON SPRINGS FISHERS HILL STRASBURG HIGH VIEW YELLOW SPRING

By ZIP Code

22654	26823	22626	22657	26808	26865	22645	26851	22660	22644
22655	26714	22603	22637	26711	22664	22601	22652	22630	22663

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Business Search
Search for a business by name or category nationwide.

Reverse Phone Number
See who is calling you

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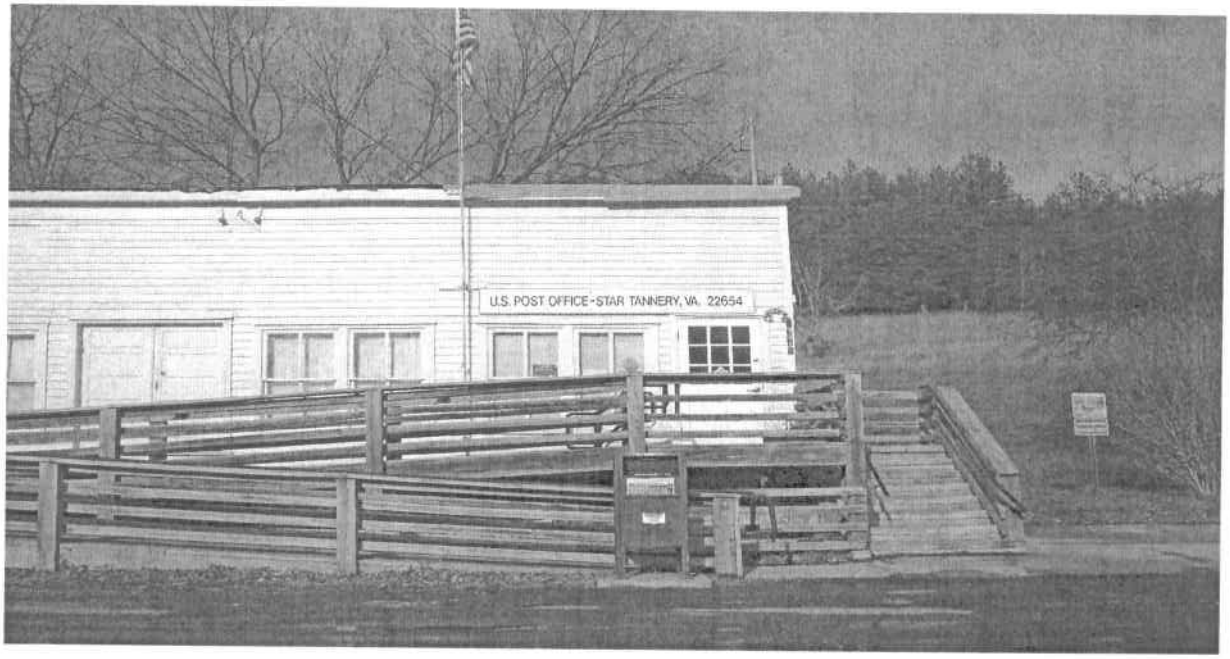
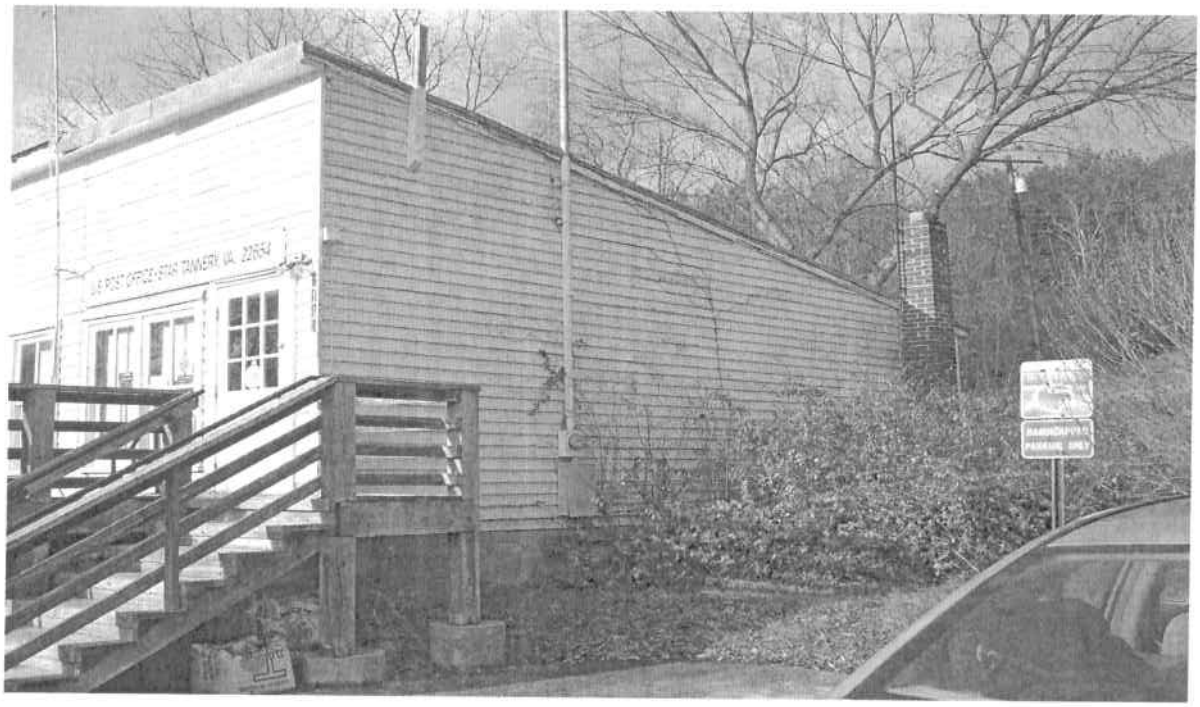
Yellow Pages, White Pages, also nearby

Star Tannery Post Office



Front of Post Office



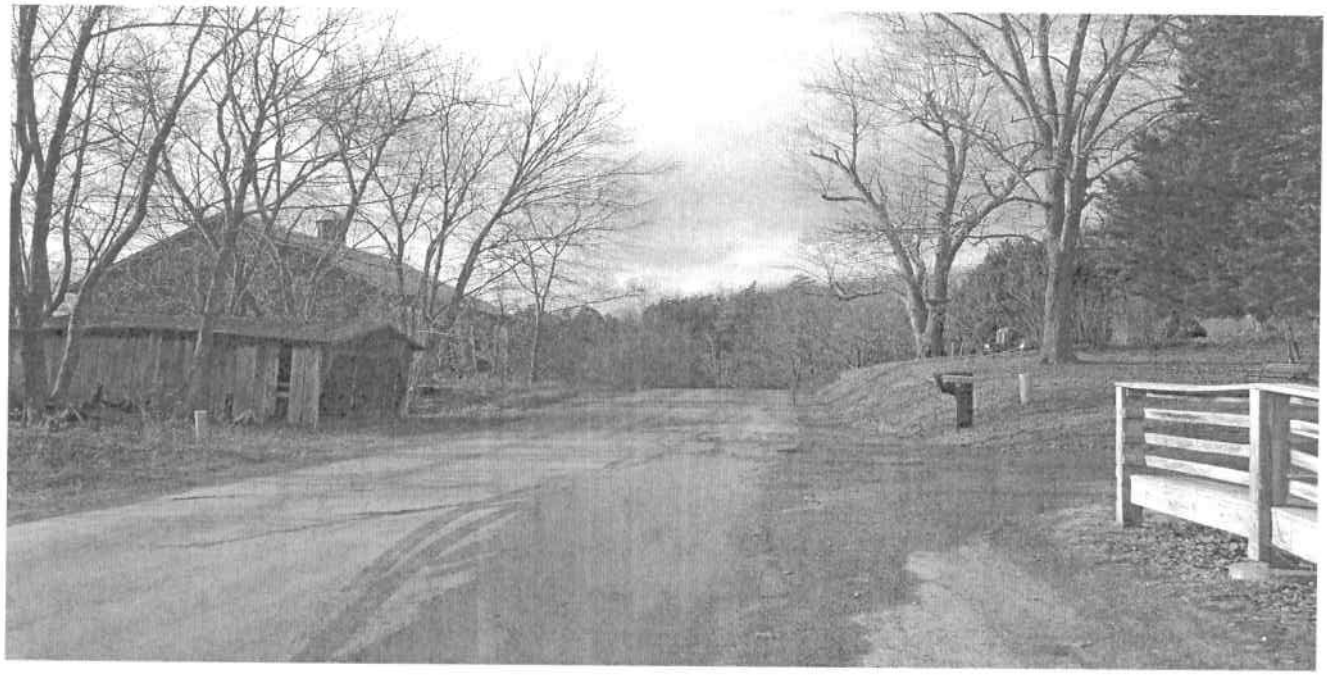
Right Side

Star Tannery Post Office

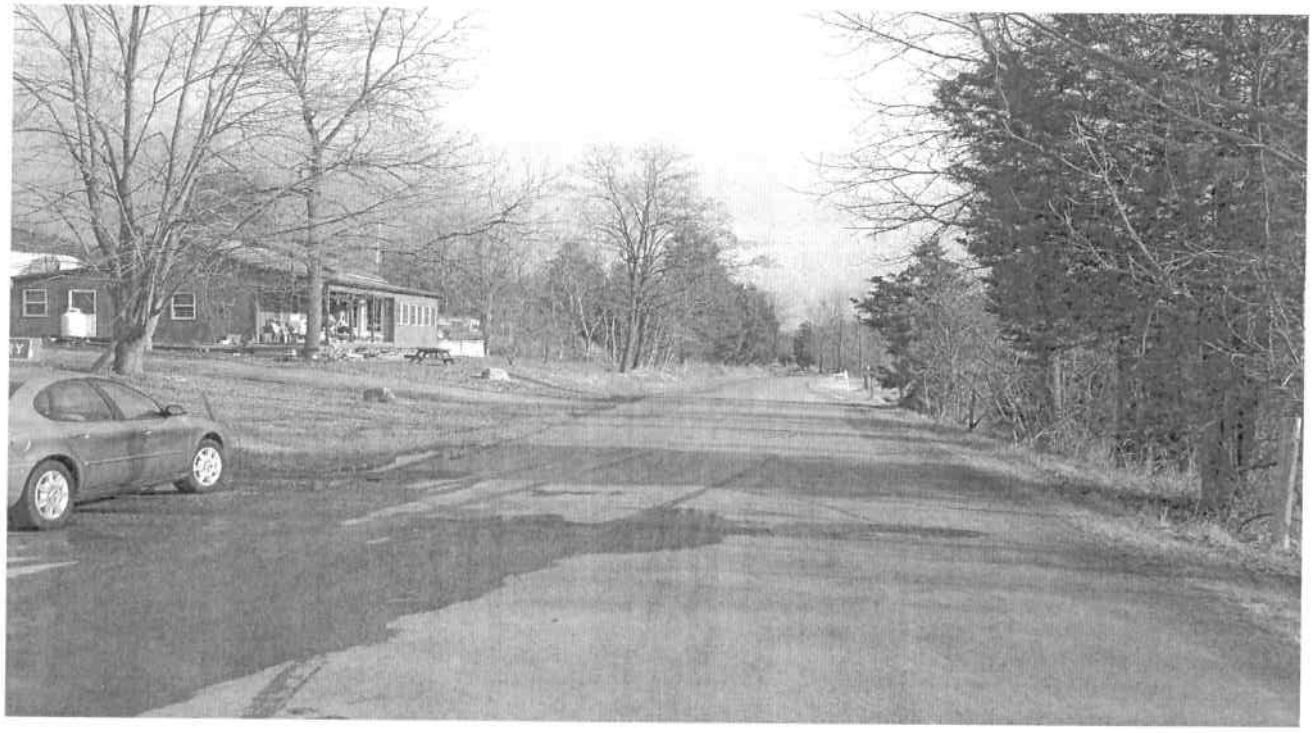
Left side of Post Office

Looking East from in Front Of Post Office

Star Tannery Post Office



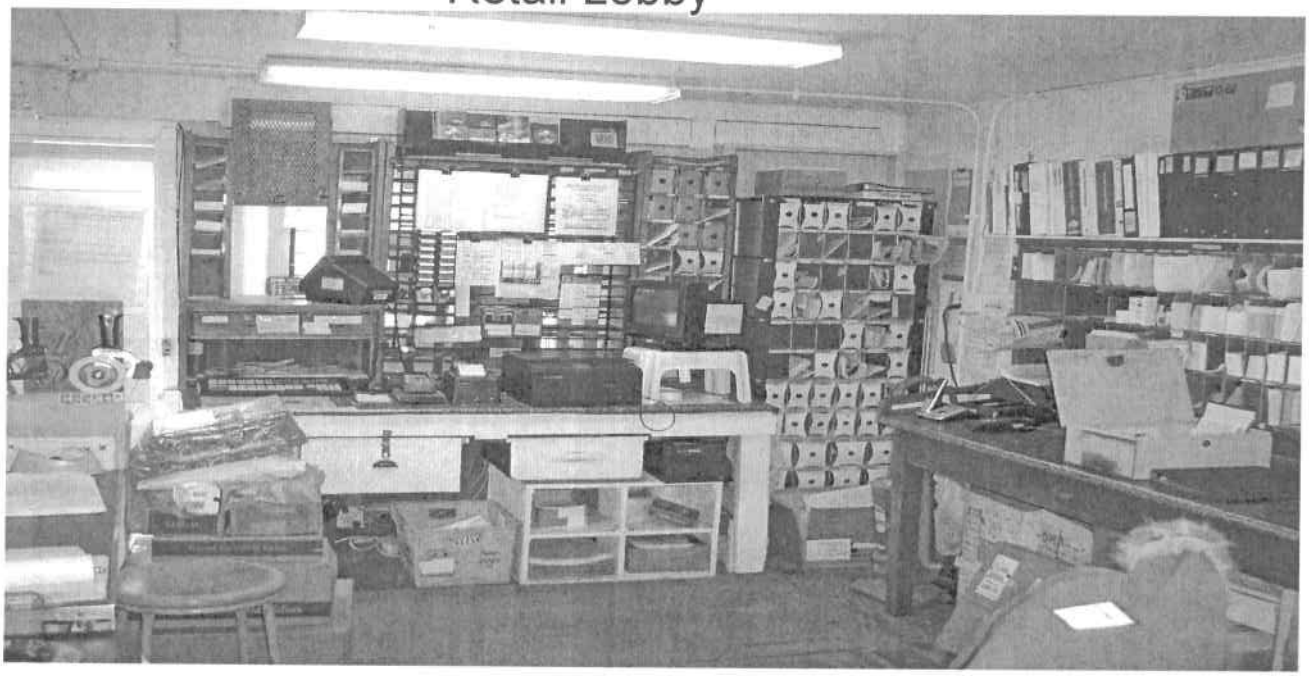
Looking South from Front of Post Office



Looking North from Front of Post Office

Star Tannery Post Office

Retail Lobby



Back Office

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code STAR TANNERY, VA 22654	Postmaster's Signature	Date 11/29/2010
District Office, State & Zip Code NORTHERN VIRGINIA PFC, VA 22081	District Manager's Signature michael.s.furey@usps.gov	Date 12/01/2010
(Check Box) ☑ Vacancy ☐ Management Review ☐ RFR	See Instructions on Reverse	

1. Current Office Level		11
2. Finance Number	(1-6)	518544
3. General Delivery Families Served	(7-9)	0
4. Post Office Boxes/Call Boxes Rented	(10-15)	36
5. Possible City Deliveries	(16-20)	0
6. Administrative Rural Boxes Served	(21-25)	0
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)	
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 Seperate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20. Do You Seperate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
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

PSForm 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	36	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	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?

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

Office Name: STAR TANNERY PO
Office Zip+4: 22654 -9998 District: NORTHERN VIRGINIA 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)	36	X 1.0	=	36
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
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				36

Revenue WSCs

First	25 revenue units:	1.00	X 25 units	=	25.00
Next	275 revenue units:	0.50	X 67 units	=	33.50
Next	700 revenue units:	0.25	X 0 units	=	16.75
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:				59.17

Activity WSCs 36 + Revenue WSCs = 59.17 Base WSCs 95.17 = EAS Grade E

Previous evaluation: EAS grade 11

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

Worksheet completed by:

DENNIS VOORHEES
Printed Name

DENNIS.VOORHEES@USPS.GOV
Signature

NORTHERN VIRGINIA PFC District Review Coordinator
Title

12/02/2010
Date

11/30/2010

OIC/POSTMASTER

SUBJECT: STAR TANNERY Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to STAR TANNERY customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the STAR TANNERY Post Office for a 2-week period. The surveys should begin 12/04/2010 and end on 12/17/2010. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 12/18/2010. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact DENNIS VOORHEES, Post Office Review Coordinator, at (540) 667-3352.

DENNIS VOORHEES

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1383312
Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1383312
Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1383312

Window Transaction Survey

Window Transaction Survey

PO Name: STAR TANNERY ZIP+4: 22654 - 9998 Completed By: DENNIS VOORHEES

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	8	3	0	0	0	1	2	2
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	14	11	0	0	0	0	4	6
Tue - 12/07	21	4	0	0	0	0	4	7
Wed - 12/08	16	9	0	0	0	1	4	5
Thu - 12/09	9	4	2	0	0	1	0	1
Fri - 12/10	15	5	0	0	0	0	1	2
Sat - 12/11	17	8	0	0	0	2	2	3
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	14	2	0	0	0	0	1	3
Tue - 12/14	15	6	0	0	0	1	1	2
Wed - 12/15	9	2	1	0	0	1	1	3
Thu - 12/16	16	7	0	0	0	0	0	2
Fri - 12/17	24	14	1	0	1	2	3	9
TOTALS	178	75	4	0	1	9	23	45
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	11.5	6.8	0.7	0.0	0.2	1.3	3.4	4.5

Average Number Daily Transactions: 27.9

Average Daily Retail Workload in Minutes: 28.4

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: STAR TANNERY 22654 - 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	172	0	0	9	0	2	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	65	20	18	22	1	2	0	0
Tue - 12/07	25	22	7	1	3	7	0	0
Wed - 12/08	20	10	4	0	3	1	0	0
Thu - 12/09	36	9	4	7	0	2	0	0
Fri - 12/10	40	10	8	14	2	6	0	0
Sat - 12/11	44	0	16	30	0	2	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	46	12	12	16	0	2	0	0
Tue - 12/14	10	36	15	10	2	5	0	0
Wed - 12/15	48	4	5	4	1	1	0	0
Thu - 12/16	61	4	5	0	4	9	0	0
Fri - 12/17	36	14	9	2	3	0	0	0
TOTALS	603	141	103	115	19	39	0	0
Daily Average	50.3	11.8	8.6	9.6	1.6	3.3	0.0	0.0

Signature of Person Making Count: DENNIS VOORHEES
Printed Name: DENNIS.VOORHEES@USPS.GOV
Date: 12/20/10

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: STAR TANNERY 22654 - 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	185	0	3	0	4	0	2	1
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	181	0	8	0	11	2	3	1
Tue - 12/07	94	0	2	0	4	1	3	1
Wed - 12/08	108	0	2	0	7	2	0	1
Thu - 12/09	116	0	8	0	3	1	2	1
Fri - 12/10	48	0	7	0	0	0	1	1
Sat - 12/11	253	0	3	0	1	1	1	1
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	865	0	2	0	2	3	3	1
Tue - 12/14	127	0	5	0	5	0	0	1
Wed - 12/15	86	0	16	0	2	2	1	1
Thu - 12/16	84	0	1	0	5	1	0	1
Fri - 12/17	259	0	11	0	8	3	2	1
TOTALS	2,406	0	68	0	19	16	18	12
Daily Average	200.5	0.0	5.7	0.0	1.6	1.3	1.5	1.0

Signature of Person Making Count: DENNIS VOORHEES

Printed Name: DENNIS.VOORHEES@USPS.GOV

Date: 12/20/10

11/29/2010

OIC/POSTMASTER

SUBJECT: STAR TANNERY 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 STAR TANNERY 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 STAR TANNERY 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 DENNIS VOORHEES by 12/13/2010. This information will be entered into the official record for public viewing.

Post Office Box	36
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	36

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

No permit or meter holders.

DENNIS VOORHEES
Post Office Review Coordinator

Comments:

List of Businesses attached. 348 rural route deliveries administered from Strasburg.

cc: Official Record

STAR TANNERY FIRE DEPT
STAR TANNERY RESCUE SQUAD
GRAVEL SPRINGS LUTHERAN CHURCH
MOUNTAIN VIEW METHODIST CHURCH
AUTO EASE, INC
FRED NISSEN (ATTORNEY)
WYMER EXCAVATING AND GRADING CORP
DIANE BARRY (EBAY SALES)
EASTERN CASHMERE ASSOC (GOAT ASSOC)
MARTHA HEISEL (DOG RESCUE)
BEN MORRELL (STAMP COLLECTOR)
VIRGINIA ONSITE WASTEWATER RECYCLING ASSOC.
(HAVE PO BOX AND LARGEST MAILER)
TREE BANKS PROPERTY OWNERS ASSOC
ROBERT KINKAID (ASSOC OFFICER)
NORTH MOUNTAIN DOVES
4 CORNERS BAR & GRILL
STAR MARKET
VOLVOX (CONSULTANTS)
STAR TANNERY SAND & GRAVEL
WHEEL HORSE TRACTOR ASSOC
WES RUDOLPH (HISTORIAN)
LAURIE MUNK (TELECOMMUTER & MAILER)
PEMBROKE SPRINGS RETREAT (SPA)

12/16/2010

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the STAR TANNERY Post Office, 22654 - 9998, located in Frederick 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

DENNIS VOORHEES
Post Office Review Coordinator
NORTHERN VIRGINIA PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

None

cc: Official Record

UNITED STATES POSTAL SERVICE

12/06/2010

Robert T. Williamson
1080 Coverstone Drive
Winchester, VA 22602-4369

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the STAR TANNERY Post Office, 22654 - 9998, located in Frederick County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

Dennis Voorhees

DENNIS VOORHEES
Post Office Review Coordinator
NORTHERN VIRGINIA PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ___

Comments/Findings:

_____

_____

_____

cc: Official Record

UNITED STATES
POSTAL SERVICE

MEMO TO THE RECORD
DOCKET NUMBER 1383312
DECEMBER 20, 2010

The Frederick County Sherriff's Department did not respond to the letter dated December 6, 2010 pertaining to any recent reports of mail theft or vandalism in the Star Tannery, Virginia area.

Dennis P. Voorhees

Dennis E. Voorhees

Post Office Survey Sheet

Post Office Name	STAR TANNERY	ZIP+4	22654-9998
Congressional District	10th	Date	12/14/2010

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.
   No running water.

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

3. Lease terms? 30-day cancellation clause? 30 day Cancellation Clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
   Not Applicable

5. List potential CPO sites.
   None

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

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
   The postmaster position is currently vacant. The Postmaster Relief will be seperated.

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?
   A rural carrier from Strasburg carries a locked pouch for the Post Office Box mail for Star Tannery. It arrives at approximately noon time. The rural route for Star Tannery is currently located at Strasburg. All mail will be delivered by the rural carrier to rural boxes along their current line of travel. No collection box will be needed.

How Post Office boxes are installed?	78
How Post Office boxes are used?	36
What are the window service hours?	08:30 - 17:00 M-F
	09:00 - 13:00 S
What are the lobby hours?	08:30-1700 M-F
	09:00-1300 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
   None

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)?
All equipment owned by the Postal Service.

11. List potential CBU/parcel lockers sites and distances from present Post Office site.
Not Applicable

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?
None

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	K42
b.	Will this change result in the route being overburned?	☐ Yes ☑ No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	36, box 0 Miles
d.	What would be the additional annual expense if the route is increased?	2104
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?	11:00 AM
	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	STAR TANNERY	ZIP+4	22654-9998
Congressional District	10th	Date	12/06/2010

1. Incorparated? ☐ Yes ☑ No

   Local government provided by: Frederick County Virginia
   Police protection provided by: Frederick County Sherriff Department
   Fire protection provided by: Star Tannery Volunteer Fire Department
   School location: Strasburg, VA

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

   Minimal population growth is expected. Over the past eight years, Star Tannery has grown an average of 1.2% per year. Source of data: www.city-data.com

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

   Minimal.

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

   None

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

   Commuters and 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?

   No nonpostal services provided. Assistance to senior citizens and handicapped is not required.

Highway Contract Route Cost Analsis Form

Highway Contract Route
Estimated Cost for Alternative Service

Office Name: STAR TANNERY
Office Zip+4: 22654 -9998 District: NORTHERN VIRGINIA 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: STAR TANNERY
Office Zip+4: 22654 -9998 District: NORTHERN VIRGINIA PFC

1.	Enter the number of additional boxes to be added to the rural route	36		
2.	Enter the number of additional miles to be added to the route	0.00		
	Total (additional boxes x volume factor)			61.92
3.	Enter the number of additional boxes to be added to the rural route	36		
	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	36.00	x 2.00 Min	72.00
	Total additional box allowance			72.00
4.	Enter the number of additional daily miles to be added to the rural route	0.00	x 12 Mileage Standard	0.00
	Total additional minutes per week (miles carried to two decimal places)			133.92
5.	Total additional annual minutes (additional minutes per week year)	133.92	x 52 Weeks	6,963.84
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	6,963.84	/ 60 Minutes	116.06
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	33.72		
	Total Annual Cost (additional annual hours x rural cost per hour)			3,913.68
8.	Enter lock pouch allowance (if applicable)			0.00
	Total annual cost for alternate service (annual cost minus lock pouch allowance)			3,913.68

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared: 01/24/2011

2. Post Office Name: STAR TANNERY

3. State and ZIP + 4 Code: VA, 22654-9998

4. District, Customer Service: NORTHERN VIRGINIA PFC

5. Area, Customer Service: NORTHERN VIRGINIA PFC

6. County: Frederick

7. Congressional District: 10th

8. Reason for Proposal to Discontinue: This office had less than two hours of workload per day in Fiscal Year 2010.

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

10. Proposed Permanent Alternate Service:

11. Staffing

a. ☐ PM Occupied ☑ PM Vacancy Reason & Date: retired 04/01/2009

b. ☑ OIC ☐ Career ☐ Non-Career

c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11

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

d. No of Others- 1 No of Career- 0 No of Non-Career- 1

12. Hours of Service

a. Time M-F 08:30 - 17:00	Sat 09:00 - 13:00	Total Window Hours Per Week
a. Lobby Time M-F 08:30-1700	Sat 09:00-1300	44.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	36
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	36
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	27.90

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	4	14
b. Newspaper	1	0
c. Parcel	0	0
d. Other	0	0
e. Total	6	15
f. No. of Postage Meters		0
g. No. of Permits		0

a. FY
2008
2009
2010

Finances	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
	$ 37,316 $ 35,163 $ 31,341	$ 23025	$7,713

16a. Quarters

☐ Postal Owned ☑ Leased *(if Leased, Expiration Date)* 10/13/2015 Annual Lease $ 3600

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:
Postal Service rents a portion of a stand alone building.

17. Schools, Churches and Organization in Service Area: No: 6

Star Tannery Fire Department, Star Tannery Rescue Squad,Gravel Springs Lutheran Church, Mountain View Methodist Church, Tree Banks Property Owners Assoc, Robert Kinkaid Assoc Officer

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

Name STRASBURG PO EAS Level 20 Miles Away 11.2
Window Service Hours: M-F 09:00 17:00 SAT 09:00 12:00
Lobby Hours: M-F 24 Hours SAT 24 Hours
PO Boxes Available: 22

18. Businesses in Service Area: No: 17

Auto Ease Inc, Fred Nissen Atty, Wymer Excavating and Grading Corp, Diane Barry EBAY sales, Eastern Cashmere Assoc, Martha Heisel Dog Rescue,Ben Morrell Stamp Collector, Virginia Onsite Wastewater Recyling Assoc, North Mountain Doves, 4 Corners Bar & Grill, Star Market, Volvox Consultants, Wheel Horse Tractor Assoc, Star Tannery Sand & Gravel, Wes Rudolph Historian, Laurie Munk, Telecommuter & Mailer, Pembrook Springs Retreat

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

Name STRASBURG PO EAS Level 20 Miles Away 11.2
Window Service Hours: M-F 09:00 17:00 SAT 09:00 12:00
Lobby Hours: M-F 24 Hours SAT 24 Hours
PO Boxes Available: 22

21. Prepared by

Printed Name and Title		Signature	Telephone No. AC ()
DENNIS VOORHEES		*DENNIS VOORHEES*	(540) 667-3352
PO Discontinuance Coordinator Name	Telephone No. AC ()	Location	
DENNIS VOORHEES	(540) 667-3352	MERRIFIELD, VA	

PS Form **4920**, June 1993

A. Office

Name: STAR TANNERY State: VA Zip Code: 22654
Area: CAPITAL METRO District: NORTHERN VIRGINIA PFC
Congressional District: 10th County: Frederick
EAS Grade: 11 Finance Number: 518544

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

This form is a place holder for number 19

Prepared by: Dennis Voorhees Date: 03/11/2011
Title: NORTHERN VIRGINIA PFC Post Office Review Coordinator
Tele No: (540) 667-3352 Fax No: (540) 662-8130

02/09/11

OIC/POSTMASTER

SUBJECT: STAR TANNERY Post Office

Enclosed are questionnaires addressed to customers of the STAR TANNERY 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 02/25/11 for further review.

Dennis Voorhees
Post Office Review Coordinator
Enclosures

02/09/2011

Dear Postal Service Customer:

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 your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the STAR TANNERY Post Office retired on 04/01/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 27.90 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at STAR TANNERY may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the STRASBURG PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the STRASBURG PO, located 11.2 miles away. Hours of service at this office are 09:00 17:00, Monday through Friday, and 09:00 12:00 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 03/09/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Star Tannery Volunteer Fire Department, Star Tannery, VA on 03/09/2011 from 7:00 PM to 9:00 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Dennis Voorhees at (540) 667-3352.

Thank you for your assistance.

Sincerely,

DENNIS VOORHEES
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Enclosures:
Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate),
Summary of Post Office change regulations

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO. 22654
ITEM NO. 21 att
PAGE 01

UNITED STATES
POSTAL SERVICE

February 16, 2011

Postal Customers
Star Tannery, VA

In a letter dated February 9, 2011, I notified you that postal representatives would be available for a community meeting to answer questions concerning the potential discontinuance of the Star Tannery Post Office.

Due to community feedback, the location of this meeting has changed. Listed below is the updated information concerning the meeting.

Date:	March 9, 2011
Time:	7pm to 9pm
Location:	Star Tannery Volunteer Fire Department

If you have any questions concerning this change, please do not hesitate to contact me.

Respectfully,

Dennis E. Voorhees

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO. 22654
ITEM NO 21
PAGE 6

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the STAR TANNERY Post Office on 02/09/2011. Additionally, during the survey period, questionnaires were available at the STAR TANNERY Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	386
Favorable to proposal	7
Unfavorable to proposal	8
Expressing no opinon	103
Total questionnaires received	118

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
   No Concern

   Response:

2. Concern (No Opinion):
   Customer expressed a concern about leaving money in the mailbox

   Response:
   You expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two local reports made at the local office within the past year of possible mail theft. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. Concern (No Opinion):
   Customer expressed a concern about leaving movey in the mailbox

   Response:
   You also expressed a concern about leaving mail in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery area. Their records indicate that there has not been any report of mail theft or vandalism in the area.

4. Concern (No Opinion):
   Customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times.

   Response:
   You expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If security is an issue, you can request that packages too large for the mail box and no one is at home to receive them, to be not delivered and arrangements made for delivery for when someone is home.

6. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day.

7. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a

customer can call and arrange for delivery on another day. If you have issues with the delivery of packages to your home, you should contact the postmaster of Strasburg at 540 465-4586.

8. Concern (No Opinion):
Customer expressed a concern about package delivery and pickup

Response:
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

9. Concern (No Opinion):
Customer expressed a concern about the handicap accessibility of the Strasburg Post Office

Response:
You expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not within the purview of the Act. However, the postal service provides alternative services such as. • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchases and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities. The nearest accessible post office is located 8 miles away in Maurertown, VA.

10. Concern (No Opinion):
Customer expressed a concern about the length of time it took to receive mail.

Response:
You expressed a concern about the length of time it takes to receive your mail. I have referred your concern to the postmaster of Strasburg. She will monitor your mail in an effort to determine and correct any delays of delivery of your mail.

11. Concern (No Opinion):
Customer expressed concern that the Star Tannery had longer retail hours than the Strasburg Post Office

Response:
You stated that the Star Tannery Post Office has longer retail hours than the Strasburg Post Office. The numbers of hours that the retail windows are open are the same for both offices Monday through Friday. Star Tannery is open an hour longer on Saturdays. The window transactions conducted at the Star Tannery Post Office does not justify the number of hours that they are open. Strasburg has twenty four hour access in their lobby for Post Box Customers.

12. Concern (No Opinion):
Customer felt that a postmaster should be selected with a limited number of years of service to pay less salary

Response:
You suggested that a postmaster should be selected with a limited number of years of service to pay less salary. When postmasters are selected, they are chosen according who is best qualified. Years of service and salary can not be consdieratons during the selection process.

13. Concern (No Opinion):
Customers expressed concern about collection of outgoing mail

Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

14. Concern (No Opinion):
Customers expressed concern about collection of outgoing mail

Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. We will look at the possiblity of locating a collection box in the Star Tannery area.

15. Concern (No Opinion):
Customers expressed concern about having to erect a rural mailbox

Response:
You expressed concern about having to erect a rural mailbox due to vandalism. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Strasburg Post Office but it is located approximately 11.2 miles away.

16. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery Post Office

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

17. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about keeping your ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

18. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity since you are building a community. 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

19. Concern (No Opinion):
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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

20. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

21. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of your address and ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

22. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the post office being the center of the community and 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

23. Concern (No Opinion):
Customers expressed concern over the dependability of rural route service

Response:
You expressed a concern over the dependability of the rural route carrier. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. If you have any concerns about your carrier, you should contact the postmaster of Strasburg at 540 465-4586.

24. Concern (No Opinion):
Customers felt the post office should remain open since they paid taxes

Response:
You expressed a concern that since the people of your community paid taxes, the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

25. Concern (No Opinion):
Customers felt the route should emanate from Winchester because that office is closer

Response:
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Winchester may be closer for some customers, Strasburg is closer for others.

26. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance

Response:

You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

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27. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance

Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

28. Concern (No Opinion):
Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office

Response:
You stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

29. Concern (No Opinion):
Customers were concerned about having to make an address change on their bank checks and stationery

Response:
You expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Current checks and stationary can be used until it is time to order again.

30. Concern (No Opinion):
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.

31. Concern (No Opinion):
Customers were concerned about mail security

Response:
You expressed a concern about the security of mail and identity theft. 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.

32. Concern (No Opinion):
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.

33. Concern (No Opinion):
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. There are various sizes of mail boxes that are available. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

34. Concern (No Opinion):
Customers were concerned about mailing international packages

Response:
You expressed concern about mailing international packages. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, if you pay the postage by the Click and Ship option, packages weighing over 13 ounces can still be pick up.

35. Concern (No Opinion):
Customers were concerned about obtaining accountable mail and large parcels

Response:
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. I have referred your concern about the carrier not delivering parcels to the postmaster of Strasburg for follow up.

36. Concern (No Opinion):
Customers were concerned about obtaining large parcels

Response:
You expressed a concern about obtaining large parcels since your house is about a mile from your mail box. Large parcels may be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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37. Concern (No Opinion):
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.

38. Concern (No Opinion):
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 roadside mailboxes. 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 Straburg postmaster for more information.

39. Concern (No Opinion):
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 roadside mailboxes. 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 Strasburg postmaster for more information.

40. Concern (No Opinion):
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 roadside mailboxes. 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 Strasburg postmaster for more information. You also expressed concern about having to pay postage to return the questionnaire. The return envelope did not require a stamp. Postage was already paid by a permit imprint in the upper right corner of the envelope. I have attached a stamp for your convenience.

41. Concern (No Opinion):
Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response:
You expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option or to to privatize the postal service.

42. Concern (No Opinion):
Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response:
You expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

43. Concern (No Opinion):
Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response:
You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

44. Concern (No Opinion):
Location of Community Meeting

Response:
You expressed concern about the community meeting being held in Strasburg, VA. The meeting location has been changed to the Star Tannery Volunteer Fire Department.

45. Concern (No Opinion):
No Concern

Response:

46. Concern (No Opinion):
You 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 due to your work schedule. 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.

47. Concern (No Opinion):
You 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 and other offices do not have a location that you can park your school bus. 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.

48. Concern (No Opinion):
You 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.

49. Concern (No Opinion):
You 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. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

50. Concern (UnFavorable):
Customer expressed a concern about leaving money in the mailbox

Response:
You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

51. Concern (UnFavorable):
Customers wanted to know why the customer lines were so long at the adminoffice Post Office

Response:
You expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

52. Concern (UnFavorable):
Customers were concerned about growth in the community

Response:
You expressed a concern about growth in the community. 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.

53. 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.

54. 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 roadside mailboxes. 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 Strasburg postmaster for more information.

Concern (UnFavorable):

55. No Concern

Response:

56. Concern (UnFavorable):
You 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. The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable):
Customer expressed a concern about nonpostal services

Response:
You expressed a concern about nonpostal services. Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the post office will also be available at the Strasburg Post Office or by contacting your local government agency.

2. Concern (Favorable):
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 roadside mailboxes. 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 Strasburg postmaster for more information.

3. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Michael S. Furey, District Manager
Dennis E. Voorhees, Manager Post Office Operations
Jennifer Fauver, Postmaster, Strasburg, VA
Terry Goad, Officer In Charge, Star Tannery, VA

Date: 03/09/2011
Time 7:00 PM

Total Number of Customers Present: 100

Place: Star Tannery Volunteer Fire Department, Star Tannery, VA

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

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/09/11

Time: 7-9PM

Michael S. Furey, District Manager

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
[illegible]	2130 Star Tannery Rd	22654	465-5679
Yvonne Rennell	2130 Star Tannery Rd	22654	465-5699
Earl Schmitt and Stacey	7143 Zepp Rd.	22654	436-3336
~~Stacey~~ Frank Meitzler	7705 Zepp Rd.	22651	
Wesley Rudolph	2360 S. Pifer Rd	22654	465-2644
Joseph Rudolph	2456 S. Pifer Rd	22654	465-4484
Don & Judy Hudson	711 Bowman Mill Rd	22657	465-4989
Bob & Josie Engle	501 Brill Rd.	22654	465-8680
Geraldine and Glen Orndorff	564 Paddys Run Rd Star Tannery	22654	465-3767
Preston Knight	NVD		459-3729
CARLEY DERFLINGER			
Polly & Mick Burkholder	10089 John Marshall Star Tannery Va. Hy		
Ray & Elinor Himelright	458 Himelright Lane Star Tannery VA	22654	465-8838
Rosie B. Brill	458 Himelright Lane Star Tannery VA 22654		465-8838
GLENN FRYE	829 BRILL RD	22654	465-5381
LAWRENCE TOMEK	2136 STAR TANNERY RD	22654	465-9696
CAROL TOMEK	" "	"	465-9696
KAREN RAWLS	154 Apple Valley Rd	22602	
Laurel V. Munk	PO Box 133	22654	—
Denise A. Blake	PO Box 144	22654	678-4351
Martha Havron	PO Box 144	22654	540-465-5405

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/09/11

Michael S. Furey, District Manager

Time: 7-9PM

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
Sandra Helsley	438 Bushy Ridge Dr	22654	465-4966
Steve Helsley	"	"	"
Ronald Hileman	947 Bell Road	22654	465-3047
Bryan + Carolyn Stonesifer	560 Oates RD	22654	465-9759
Ben Morrell	P.O. Box 135	22654	465-1765
Connie Morrell	96 Cecelia St. Toms Brook 22660		
Mike + Lucia Pumpson	132 N. Pifer Rd	22654	877-3089
Ann + Dottie Kline	3414 Paddy Run Rd	22654	465-3260
Michael Lee & Megan Nelson	741 Paddy Run Rd	22654	465.4601
Eugene O. Rutherford	~~1665~~ Paddys Run RD	22654	436-3239
Dave + Louise Lockard	21 Cedar Ct R.	22654	436-9472
Ronnie Mathew	272 Star Tannery Rd	22654	877-1509
Jimmy Johnson	691 Oates Rd	22654	465 5691
Joan Johnson	691 Oates Rd	22654	465 5691
King Family	252 Paddy Run Rd	22654	465-3356
Todd Lail	221 Stanley Hill	22654	465-1491
Robin Hutchinson	1696 S. Pifer Rd	22654	465-4808
MATTHEW J DONAHUE	367 McILWEE LA	22654	465-5770
Diane Greco	1019 Paddys Run Rd	22654	514-8280
VERNON McILWEE	334 OATES RD.	22654	465-3092
JACKIE McIlwee	334 OATES Rd.	22654	465-3092

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles): Date: 03/09/11

Michael S. Furey, District Manager Time: 7-9PM

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
D. Louise Garrett	929 N Pifer Rd Star Tannery	22654	465-2181
John-Elaine Jackson	3006 Cedar Ck Rd Star Tannery	22654	436-3764
Dan-Pat Houston	302 Travis Fond Dr.	22654	465 9715
Mardell Rogers	200 Himelright Lane	22654	465-3149
Virginia Omdorff	311 Paddy Run Rd	22654	465-8483
Kirk & Nancy Littell	695 Paddys Run Rd.	22654	465-5037
Jerry Fisher	2085 Star Tanny Rd	22652	465-2590
Jessica Kenyon	1417 N. Pifer Star Tannery Va	22654	465-8461
Gregg Kenyon	1417 N. Pifer Rd Star Tannery Va	22654	465-8461
Rick Foster	Winchester Star		
Jim & Libby Kirk	614 Brooks Ln	22654	436-8531
Pillie & William Nicholson	PO Box 123	22654	465-5914

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):
Customer expressed concern about not being able to buy stamps at the post office.

   Response:
   The postal service has many alternate access locations where stamps can be purchased other than at the post office. Some of the additional locations include • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

2. Concern (UnFavorable):
Customers expressed a concern about leaving money in the mailbox

   Response:
   Customers expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tanney Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two reports to the local office about possible mail theft or vandalism. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. Concern (UnFavorable):
Customers expressed a concern about package delivery and pickup

   Response:
   Customers expressed concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

4. Concern (UnFavorable):
Customers asked why their post office was being discontinued while others were retained

   Response:
   Customers asked why the Star Tannery post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

5. Concern (UnFavorable):
Customers expressed concern about collection of outgoing mail

   Response:
   You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

6. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance

   Response:
   Customers questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. Concern (UnFavorable):
Customers expressed concern for those customers with disabilities who are not able to go to the Strasburg Post Office to pick up their mail

   Response:
   Customers expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Strasburg postmaster.

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

   Response:
   Customers expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service

needs of the community in a more cost effective manner.

9. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office.

Response:
Customers stated that they would miss the courteous and friendly service they receive at the Star Tannery Post Office. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

10. Concern (UnFavorable):
Customers stated the customer lines were long at the Strasburg Post Office

Response:
Customers expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

11. Concern (UnFavorable):
Customers expressed concern over the dependability of rural route service

Response:
Customers expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

12. Concern (UnFavorable):
Customer was concerned that the decision has already been made to discontinue the Star Tannery Post Office.

Response:
The decision has not been made to discontinue the Star Tannery Post Office. The community meeting is part of the review process. Feedback from the community meeting will be taken into consideration before a formal proposal is made.

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

Response:
Customers 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.

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

Response:
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.

15. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels

Response:
Customers expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

16. Concern (UnFavorable):
Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response:
Customers expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

17. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier

Response:
Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and

Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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 US 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.

Concern (UnFavorable):

18. Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office.

Response:

Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office. The Postal Service currently does not have the ability to undertake these actions. We are working with Congress to pass legislation to give us this ability.

Concern (UnFavorable):

19. Customers felt the postal service should close offices in the urban areas to save more money rather close the Star Tannery Post Office.

Response:

The postal service is reviewing postal facilities in larger cities for consolidation opportunities to save money.

Nonpostal Concerns

1. Concern (Favorable):
Customers were concerned about senior citizens

Response:

Customers 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 roadside mailboxes. 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 Strasburg postmaster for more information.

2. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center

Response:

Meetings may be held at the Star Tannery Volunteer Fire Department. The Volunteer Fire Department can also provide a site for residents to gather, socalize and share information.

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

Response:

Customers 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 Star Tanney Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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

Response:

Customers 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 Star Tannery 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.

02/17/2011

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.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Star Tannery Volunteer Fire Department, Star Tannery, VA on 03/09/2011 from 7:00 PM to 9:00 PM to answer questions and provide information about our service.

If you have any questions, you may contact Dennis Voorhees at (540) 667-3352.

Thank you for your assistance.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations

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ITEM NO. 22
PAGE 1

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping STRASBURG
☐ Personal needs
☑ Banking FRONT ROYAL
☐ Employement
☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No BUT IT WOULD NOT MAKE AS ~~CONVENIENT~~ CONVENIENT A TRIP.

Name: C. BARON FAUST

Address: 4297 CEDAR CREEK RD.

Telephone: 540-465-9101

Date: 2/19/11

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

I DO NOT WANT A STRASBURG ZIP CODE! I BOUGHT PROPERTY IN THIS AREA BECAUSE IT IS ISOLATED, OUT-OF-THE-WAY & QUAINT. I VERY MUCH LIKE HAVING A UNIQUE ZIP CODE & AREA NAME: STAR TANNERY! I RELY ON THE STAR TANNERY POST OFFICE FOR MANY DELIVERIES & SERVICES. PLEASE KEEP OPEN.

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UNITED STATES POSTAL SERVICE®

02/23/2011

C. BARON FAUST

4297 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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:

- The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps (50 stamps)	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

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

Nonpostal Services

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

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester & Front Royal
☒ Personal needs SAME
☒ Banking Same
☐ Employement N/A
☐ Social needs N/A

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Albert Esch

Address: 830 Arrowhead Rd Front Royal VA

Telephone: 540 622 2385 & 304 874 4267 Part Time Best #

Date: 2-18-11

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

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UNITED STATES POSTAL SERVICE

02/23/2011

ALBERT ESCH

830 ARROWHEAD RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☑ Employement _____

☐ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Andrew Morgan

Address: 98 Wheatfield Lane Star Tannery VA 22654

Telephone: 540-842-0747

Date: Feb 19, 2011

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

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UNITED STATES POSTAL SERVICE

02/23/2011

ANDREW MORGAN

98 WHEATFIELD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping - Winchester- Route taken does not pass USPS

☐ Personal needs

☐ Banking

☒ Employement Front Royal - Route taken does not pass USPS

☐ Social needs

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Hausmann

Address: 520 Hummingbird Ln Star Tannery, VA 22654

Telephone: _____

Date: 2/13/2011

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

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UNITED STATES POSTAL SERVICE®

02/23/2011

HAUSMANN

520 HUMMINGBIRD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employement _____

☒ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: IVONNE AND MAX RENNER

Address: 2130 STAR TANNERY RD. STAR TANNERY, VA 22654

Telephone: 540-465-5679

Date: 2/16/11

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

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UNITED STATES POSTAL SERVICE®

02/23/2011

YVONNE & MAX RENNER

2130 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester

☐ Personal needs

☒ Banking Winchester

☐ Employement

☐ Social needs

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Greg Richard

Address: 540 RICHARD LANE

Telephone: 877-1248

Date: 2/17/11

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

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UNITED STATES POSTAL SERVICE

02/23/2011

GREG RICHARD

540 RICHARD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Malcolm Grazier

Address: 314 Bushy Ridge dr

~~Telephone:~~ Star Tannery VA 22654

Date: 2/14/2011

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

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UNITED STATES POSTAL SERVICE

02/23/2011

MALCOM GRAZIER

314 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass 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 thru Winchester

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester
☒ Personal needs Winchester
☒ Banking Winchester
☒ Employement Ashurn, Clear Brook
☒ Social needs Winchester

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Mike + Lucia Cumpson

Address: 132 N. Pifer Rd, Star Tannery

Telephone: 540-877-3089

Date: 2-17-2011

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

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We are. I believe, only a few miles from the 22602 border, Seems it would make more sense, if Star Tannery has to be closed to join us to Winchester rather than Strasburg. We pretty much never go to Strasburg, and it would be very inconvenient.

I suggest Frederick Co households, or at least those north of Rt 55 be serviced by Winchester rather than Strasburg.

Lucia Cumpson
132 N. Pifer Rd

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UNITED STATES POSTAL SERVICE

02/23/2011

MIKE & LUCIA CUMPSON

132 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Winchester may be closer for some customers, Strasburg is closer for others.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☐ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Brandon & Anna Bockey

Address: 104 Abelia Trail Star Tannery, VA 22654

Telephone: _____

Date: 2-13-11

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

UNITED STATES POSTAL SERVICE®

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02/23/2011

BRANDON & ANNA BOCKEY

104 ABELIA TRAIL
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: I am 67 years old

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: Getting local news

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

☐ YES ☒ NO

If yes, please explain:

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: George H. Robinson

Address: P.O. Box 112, Star Tannery, VA

Telephone: _____

Date: 2-15-2011

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

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UNITED STATES POSTAL SERVICE®

02/23/2011

GEORGE H ROBINSON

PO BOX 112
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 roadside mailboxes. 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 Strasburg postmaster for more information.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Walmart - Woodstock

☑ Personal needs Where EVER

☑ Banking Strasburg

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Diane Ewing

Address: 225 Bushy Ridge Dr Star Tannery VA

Telephone: 465 8869

Date: 2/20/11

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

Please Do Close our Post Office

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UNITED STATES POSTAL SERVICE

02/23/2011

DIANE EWING

225 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: except when telecommuting

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employment _____

☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Sandra Henry-Stocker

Address: 121 Blueberry Hill Ct

Telephone: 540-465-9681

Date: 11 Feb 2011

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

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UNITED STATES POSTAL SERVICE®

02/23/2011

SANDRA HENRY-STACKER

121 BLUEBERRY HILL CT
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement Retired _____

☑ Social needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Frederick S. Knowles

Address: 207 Rudolph Lane

Telephone: 540-436-9275

Date: 2/16/11

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

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UNITED STATES POSTAL SERVICE

02/23/2011

FREDERICK S. KNOWLES

207 RUDOLPH LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester

☑ Personal needs Winchester

☑ Banking Strasburg

☑ Employement Strasburg

☐ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Melinda Dove

Address: 1980 S. Pifer Rd Star Tannery, VA 22654

Telephone: 540-465-5033

Date: 2-21-11

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

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UNITED STATES POSTAL SERVICE

02/23/2011

MELINDA DOVE

1980 S PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping STRASBURG

☐ Personal needs

☑ Banking STRASBURG

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: MATTHEW J DONAHUE

Address: 367 MOLLWEE LA STARTANNERY VA 22654

Telephone: 540 465-5190

Date: _____

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

US OLD FOLKS NEED THIS P.O.,
PLEASE LEAVE IT ALONE
THANK YOU
Matthew J Donahue

UNITED STATES POSTAL SERVICE

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02/23/2011

MATTHEW DONAHUE

367 MCLLWEE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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.

- 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 roadside mailboxes. 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 Strasburg postmaster for more information.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain:

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg VA & Winchester Va

☑ Personal needs Strasburg VA Front Royal Va & Winchester VA

☑ Banking Strasburg VA

☐ Employement

☑ Social needs Strasburg

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Helen Armstrong

Address: 135 Dixie Lane Star Tannery VA 22654

Telephone: 540-465-8088

Date: 2-22-2011

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

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UNITED STATES POSTAL SERVICE

02/23/2011

HELEN ARMSTRONG

155 DIXIE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

2. Do you pass 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 P.O. BOX
WE LIVE ALEX. VA PASS A LOT OF POST OFFICE'S

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: WE live CITY AND COME UP To VAC. HOUSE SO DELIVERY SERVICE NOT ANY GOOD FOR US

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

☑ Shopping WOODSTOCK
☑ Personal needs ALEX.
☑ Banking ALEX
☑ Employement RETIRED
☐ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: ROBERT C. HOFFMAN

Address: BOX 65 S.T. VA.

Telephone: 540-436-3864

Date: 2-21-2011

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

SOME THING'S WE CAN'T [redacted] ANSWER [redacted] NOT THERE ALL THE TIME, WE COME & GO

SEE NEXT PAGE

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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

DO YOU THINK YOU LEAVE MONEY IN BOX WITHOUT BE STOLE

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.

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UNITED STATES POSTAL SERVICE

02/23/2011

ROBERT C. HOFFMAN

PO BOX 65
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____
☑ Personal needs _____
☑ Banking _____
☐ Employement _____
☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Ervin E. Rohrbaugh

Address: ~~63~~ 7406 Zepp Road, Star Tannery, VA 22654

Telephone: 540-436-8537

Date: 2/12/11

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

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UNITED STATES POSTAL SERVICE

02/23/2011

ERVIN E. ROHRBAUGH

7406 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

_____

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

☐ YES ☒ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Woodstock, Strasburg, Winchester
☒ Personal needs " " "
☒ Banking " " "
☐ Employement Retired
☒ Social needs Woodstock, Strasburg, Winchester

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: G. DAVID & LOUISE SEEKFORD

Address: 21 Cedar Creek Rd. Star Tannery, Va. 22654

Telephone: 540-436-9472

Date: 2-12-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

G. DAVID & LOUISE SEEKFORD

21 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Advertise for bakesales, dinners, + fundraisers

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

☐ YES ☑ NO

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

02/18/2011

SHIRLEY BRILL

450 BRILL'S RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 also expressed a concern about leaving mail in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery area. Their records indicate that there has not been any report of mail theft or vandalism in the area.

- 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester
☑ Personal needs Winchester
☑ Banking Winchester
☐ Employement
☑ Social needs Winchester

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Littleton

Address: 6341 Wardensville Grade, Star Tannery, VA 22654

Telephone: Unlisted

Date: 2-15-2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

LITTLETON

6341 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

_____

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

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winc

☑ Personal needs Winc, SC.

☑ Banking Winc

☑ Employement Kernstown

☑ Social needs Front Royal

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Melissa Keefer

Address: 143 Duck Run Ln

Telephone: 465-8706

Date: 2-11-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

MELISSA KEEFER

143 DUCK RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☑
b. Mailing Letters	☐	☐	☐	☑
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ 1-2 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 citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Stephens City, VA

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg, Winchester
☑ Personal needs Winchester
☑ Banking Winchester
☑ Employement Winchester
☑ Social needs Winchester

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: PAULA REYNOLDS

Address: 10139 JOHN MARSHALL HWY

Telephone: 465-8505

Date: 2/12/11

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

Closing of the Star Tannery Post office will not affect me unless the mailing address should change to Strasburg. I have no problem with that, in fact would prefer a Strasburg address, with the [illegible] for printing checks etc.

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UNITED STATES POSTAL SERVICE

02/18/2011

PAULA REYNOLDS

10139 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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:

- The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester
☒ Personal needs "
☒ Banking "
☐ Employement
☐ Social needs

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Jimmy Miller

Address: 291 Richards Lane

Telephone: Star Tannery VA. 22654 540-877-1663

Date: 2-15-11

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

UNITED STATES POSTAL SERVICE®

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02/18/2011

JIMMY MILLER

291 RICHARDS LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping WINCHESTER
☒ Personal needs WINCHESTER
☑ Banking ONLINE
☑ Employement VARIOUS
☑ Social needs LOCAL

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: J. STONESIFER

Address: 5320 ATES RD STARTANNERY VA 22654

Telephone: _____

Date: 2/15/11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

J STONOSIFER

532 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: KIRK & NANCY Little

Address: 695 Paddys Run RD. STARTannery VA. 22654

Telephone. 540-465-5037

Date: Feb. 13, 2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

KIRK & NANCY LITTLE

695 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester, Stephens City, Woodstock
☒ Personal needs 11 2 11
☒ Banking Winchester
☒ Employement Winchester
☒ Social needs Winchester

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: HAZEL MORRELL

Address: 801 Hummingbird Lane

Telephone: 465-9623

Date: 2/11/11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

HAZEL MORRELL

801 HUMMINGBIRD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Virginia Onsite Wastewater Recycling Assn.

Address: P.O. Box 155, Star Tannery, VA 22654

Telephone: 540-465-9623

Date: 2-17-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

VIRGINIA ONSITE WASTE WATER RECYLING ASSOC

PO BOX 155
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Free Bank at North Mountain POA (Ben Morrell)

Address: PO Box 145

Telephone: 540-465-1765

Date: 2-11-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

BEN MORRELL

PO BOX 145
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Pamela L Wymer

Address: 7549 Zepp Road Star Tannery VA 22654

Telephone: 540 / 436-9367

Date: 2-14-2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

PAMELA WYMER

7549 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain:
Round Hill Post Office more convenete.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Samuel & Ruth Spicer

Address: 131 Burr Stone Lane Star Tannery, VA 22654

Telephone: 540-877-1108

Date: 02-12-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

SAMUEL & RUTH SPICER

131 BURR STONE LANE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☒ YES ☐ NO

If yes, please explain: Round Hill At 50 W. winchester _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Strasburg / winchester

☐ Personal needs Strasburg / winchester

☐ Banking winchester

☐ Employement winchester

☐ Social needs Strasburg / winchester

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Robin M. Blough (Male - 68 age

Address: 6119 Wardensville Grade Star Tannery VA 22654

Telephone: (540) 877-2240 Land Line (540) 539-2187 cell

Date: 2/11/11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

ROBIN M BLOUGH

6119 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping WINCHESTER FRONT ROYAL

☒ Personal needs 1' 1'

☒ Banking WINCHESTER FRONT ROYAL

☐ Employement

☒ Social needs WINCHESTER FRONT ROYAL, MIDDLETOWN

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Wayne & Sheena Boggs

Address: 431 Brill Road STAR TANNERY VA 22654-2312

Telephone: 540 465 8994

Date: Feb 11, 2011

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

VOYNE & SHEENA BOGGS

431 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: W Rodolph

Address: 2360 S. Piter Rd

Telephone: 540-233-3726

Date: 2/11/11

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

Before Mr. Voorhees poshes too much his Abuses of mangement power with in the postal Service.

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UNITED STATES POSTAL SERVICE

02/18/2011

W RUDOLPH

2360 S PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Woodstock, Va.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: _____

Address: _____

Donald R. Lineweaver
184 Fairmont Ln.
Star Tannery, VA 22654-3335

Telephone: 540-436-3899

Date: 7-11-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

DONALD R LINEWEAVER

184 FAIRMONT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Wallmart
☑ Personal needs Startnery mart the little store on Startnery Rd
☑ Banking bb and T
☑ Employement FCPS
☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Alberto F Salcedo II

Address: 1544 Starnery Rd

Telephone: 540-771-0789

Date: 2-11-2011

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

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02/18/2011

ALBERTO F SALCEDA II

1544 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: pick up neighbors 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: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☑ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: LACARIA

Address: 901 + 909 Wardensville Pk

Telephone: 465-8998

Date: 2/12/11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

LACARIA

901 WARDENSVILLE PIKE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 nonpostal services. Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the post office will also be available at the Strasburg Post Office or by contacting your local government agency.

- 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 roadside mailboxes. 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 Strasburg postmaster for more information.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass 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 Middletown and they have a post office.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester
☑ Personal needs "
☑ Banking "
☑ Employement Frederick County
☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Bernadette Monahan /Daniel

Address: 5793 Wardensville Grade

Telephone: 540-877-1114

Date: Feb. 11, 2011

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

UNITED STATES POSTAL SERVICE

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02/18/2011

BERNADETTE MONAHAN

5793 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

_____

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

☐ YES ☒ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Randall D. Snodgrass

Address: 365 Short Mtn Way

Telephone: 202 494-8722

Date: 2/12/11

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

weekend resident only

UNITED STATES POSTAL SERVICE®

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02/18/2011

RANDALL SNODGRASS

365 SHORT MOUNTAIN WAY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Front Royal, Woodstock
☐ Personal needs
☒ Banking
☒ Employement Front Royal
☒ Social needs Front Royal

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Robert & Tammy Burnette

Address: 2230 Turkey Run Rd, Star Tannery

Telephone: 540-465-2543

Date: 2-11-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

ROBERT & TAMMY BURNETTE

2230 TURKEY RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping WINCHESTER

☐ Personal needs

☐ Banking

☐ Employement

☐ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: GERALD R COOK & DEBORAH COOK

Address: 8719 JOHN MARSHALL HWY 22654

Telephone: 540-465-5739

Date: 2-12-11

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

UNITED STATES POSTAL SERVICE®

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02/18/2011

GERALD & DEBORAH COOK

8719 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Front Royal
☑ Personal needs "
☐ Banking ~~Strasburg~~
☐ Employement
☑ Social needs Winchester

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: N. Nicholas

Address: 910 Brill Rd Stanley VA 22851

Telephone: 540 465 4767

Date: 2/11/11

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

UNITED STATES POSTAL SERVICE

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02/18/2011

NICOLE STAIB

910 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____
☒ Personal needs _____
☒ Banking Strasburg _____
☐ Employement _____
☐ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: John Orndorff

Address: 746 McIlwee Lane Star Tannery Va

Telephone: 540-436-9306

Date: Feb 15 2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

JOHN ORNDORFF

746 MCILWEE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

_____

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

If yes, please explain: _____

_____

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

☑ YES ☐ NO

If yes, please explain: _____

Woodstock / Strasburg

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester, Front Royal, Woodstock, Strasburg

☑ Personal needs Winchester

☑ Banking Woodstock, Strasburg

☑ Employement Woodstock, Strasburg

☐ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Justin and Wendy Stiggs

Address: 74 Rolling Rock Rd, Stu Tannery VA 22654

Telephone: 540-465-8747

Date: 2/15/11

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

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02/18/2011

JUSTIN & WENDY STAGGS

74 ROLLING ROCK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

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

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

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

☒ YES ☐ NO

If yes, please explain:
Shop + use vet in Stephens City; rehearsals + shopping in Woodstock; use library in Strasburg + Stephens City

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Stephens City, Winchester, Woodstock

☒ Personal needs Vet - Stephens City; music - Woodstock

☐ Banking - all done by mail

☐ Employement - retired

☒ Social needs Woodstock, Strasburg, Leesburg, etc.

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Martha Heisel

Address: 2230 S. Pifer Rd., Star Tannery VA 22654

Telephone: 540-465-1490

Date: 2/14/11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

MARTHA HESIEL

2236 S PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Strasburg VA
☒ Personal needs Strasburg VA
☒ Banking Strasburg VA
☒ Employement Moorefield West Virginia
☐ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Jenny Fuller

Address: 2085 Star Tanny Rd Star Tanny VA.

Telephone: 540-465-2590

Date: 2/15/2011

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

We need the Star Tanny Post office in our Comunity

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UNITED STATES POSTAL SERVICE

02/18/2011

JERRY FISCHEL

2085 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

- [x] Shopping 1 or 2 TIMES A MONTH
- [x] Personal needs 1 or 2 TIMES A MONTH SAME TRIP
- [ ] Banking
- [ ] Employement
- [ ] Social needs

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

[x] Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No UNKNOWN

Name: PRESTON L. LOVELESS JR

Address: 7100 ZEPP RD STAR TANNERY VA 22654-3313

Telephone: 540 436 9144

Date: 02.14.11

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

JUST LEAVE US OUR SAME ADDRESS & ZIPP CODE IF YOU CLOSE THE PO.

PL

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UNITED STATES POSTAL SERVICE

02/18/2011

PRESTON LOVELESS

7100 ZEPP D
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the loss of your address and ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: When elderly neighbors who do not drive need Post Office Service

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg / Woodstock

☑ Personal needs Woodstock / Winchester

☑ Banking Strasburg

☐ Employement Admiral

☑ Social needs Woodstock / Winchester

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

☑ Yes ☐ No - Domelines Star Market

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Roy & Lynda Diggins

Address: 3118 Cedar Creek Road

Telephone: _____

Date: 14 Feb '11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

RAY & LINDA FIGGINS

3118 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 roadside mailboxes. 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 Strasburg postmaster for more information.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☐ Personal needs _____

☑ Banking _____

☑ Employement _____

☐ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Evan L. Perry

Address: 8635 John Marshall Hy. Star Tannery VA 22654

Telephone: 540 465 4758

Date: 2-14-2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

EVAN PERRY

8635 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping WINCHESTER —
☑ Personal needs — WINCHESTER
☑ Banking STEPHENS CITY
☑ Employement CHANTILLY
☑ Social needs WINCHESTER

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: GILBERT J. PENWELL — LULA PENWELL

Address: 1101 OATES ROAD STAR TANNERY VA. 22654

Telephone: 540-436-8066

Date: 02-11-2011

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

PLEASE DONT CLOSE STAR TANNERY POST OFFICE. WE NEED IT.

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UNITED STATES POSTAL SERVICE

02/18/2011

GILBERT & LULA PENWELL

1101 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☒ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Sarah Graves

Address: 9391 John Marshall Hwy Star Tannery VA 22654

Telephone: 540-465-1773

Date: 2/14/10

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

SARAH GRAVES

9391 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Rodney & Donna Brill

Address: 115 Goose Down Lane Star Tannery VA 22654

Telephone: 540-550-6742

Date: 2-14-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

RODNEY & DONNA BRILL

115 GOOSE DOWN LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

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

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

If yes, please explain: _____

_____

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

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping WINCHESTER

☑ Personal needs "

☑ Banking "

☐ Employement

☐ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: JERRY R ERIKSSON SR

Address: 163 WALDEN CIR STAR TANNERY, VA 22654

Telephone: 540-465-4488

Date: 13 Feb 11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

JERRY R ERICSSON SR

163 WALDEN CIRCLE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. 1383312
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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping winchester
☑ Personal needs winchester
☑ Banking winchester
☐ Employement
☐ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Gordon Price

Address: 491 Star Tannery Rd, Star Tannery VA 22654

Telephone: 540 877 1031

Date: 2/11/11

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

I have been proud of my star Tannery address & will hate to lose it. I hope it can be retained in this transition. Gordon F Price

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UNITED STATES POSTAL SERVICE

02/18/2011

GORDON PRICE

491 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the loss of the Communities' identity. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

100 stamps when purchased

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☐ Personal needs _____

☐ Banking Strasburg, Va. _____

☐ Employement _____

☐ Social needs Strasburg, Va. _____

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: L. M. & Virginia T. Burkholder

Address: 1089 John Marshall Hwy. Star Tannery, Va. 22654

Telephone: 540-465-8022

Date: 2-15-11

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

If we do have our postal service changed. We would like to keep our zip code 22654.

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UNITED STATES POSTAL SERVICE®

02/18/2011

L.M. & VIRGINIA BURKHOLDER

10089 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 keeping your ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail ? - I pick up packages here that won't fit in my mailbox.	☐	☐	☑ ?	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 don't pass them, but it's only a mile or two out of my way to get to one (Strasburg or Middletown P.O.)

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

N/A

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg, Winchester, + occasionally Front Royal or Woodstock

☑ Personal needs Strasburg + Winchester

☑ Banking Strasburg + Winchester

☑ Employment Middletown

☐ Social needs

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

☑ Yes ☐ No In Star Tannery? - Just Gradens "Supermarket"

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Kathryn Mayberry

Address: 1023 Hummingbird Ln 22654

Telephone: (540) 465-3118

Date: 2-13-11

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

Since I live East of the post office, this will not be as big a hardship on me, but I think my friends to the West on the Frederick County side of Star Tannery may find this closure to be much more of an inconvenience.

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UNITED STATES POSTAL SERVICE®

02/18/2011

KATHRYN MAYBERRY

1023 HUMMINGBIRD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☑ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Robert H. And June L. McFALL

Address: 258 Burr Stone Lane
STAR TANNERY VA. 22654

Telephone: 540-877-2180

Date: 2-14-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

ROBERT & JUNE MCFALL

258 BURR STONE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☐ Shopping None of your business
☐ Personal needs " " " "
☐ Banking " " " "
☐ Employement " " " "
☐ Social needs None of your business

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: William E. Nicholson Jr.

Address: P.O. Box 84, Star Tannery, VA. 22654 – P.O. Box 84 for 32 yrs.

Telephone: 540-465-4169

Date: 2/14/11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

WILLIAM E NICHOLSON JR.

PO BOX 84
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

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

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: There isn't any parking at this Post Office, can't get your mail after 5:00 pm

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

Close this Post Office! Because they have

If yes, please explain: parking and They are a up to date building.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☑ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping Winchester & Stephens City
☐ Personal needs Winchester
☐ Banking Winchester & Strasburg
☐ Employement "
☐ Social needs "

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Patricia Cameron

Address: 701 Capon Springs Trail

Telephone: 540-465-9521

Date: 2-11-11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

PATRICIA CAMERON

701 CAPON SPRINGS TRAIL
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Strasburg 2 X MO.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg - Winchester

☑ Personal needs Strasburg - Winchester

☑ Banking Winchester

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: W.G. & J.K. Southers

Address: 291 Capon Springs Grade, Star Tannery, Va. 22654

Telephone: _____

Date: 2-12-11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

W. G. SOUTHERS

291 CAPON SPRINGS GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

	YES	NO
Other Postal Services		
a. Entering permit mailings	☐	☒
a. Resetting/using postage meter	☐	☒
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐	☒
b. Using for school bus stop	☐	☒
c. Assisting senior citizes, persons with disabilities. ect.	☐	☒
If yes, please explain: _____		
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: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping WINCHESTER & STRASBURG
☒ Personal needs " "
☒ Banking " "
☐ Employement
☐ Social needs

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

☒ Yes ☐ No WE OPERATE A "BED & BREAKFAST" IN THE COMMUNITY

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: MR. & MRS. WALTER I. FLOYD AND PEMBROKE SPRINGS RETREAT, LLC

Address: 6238 WARDENSVILLE GRADE, STAR TANNERY, VA 22654

Telephone: 540-877-9705 (HOME); 540-877-2600 (BUSINESS)

Date: FEB. 13, 2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

MR. & MRS.WALTER I. FLOYD

6238 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. 1383I2
ITEM NO. 22
PAGE 195

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester

☒ Personal needs Winchester

☒ Banking Winchester

☐ Employement

☐ Social needs

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

Feed store ☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Marjorie + Richard Dodd

Address: 4261 Cedar Creek Rd Star Tannery

Telephone: 540 465 2529

Date: 2/11/11

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

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We have worried this might happen. There are a great number of older persons in our town that getting to Strasburg would present a real hardship.

I have only been using USPS (in lieu of UPS or Fed-Ex) because of location of P.O. Will likely go back to UPS or Fed-Ex.

The Dodd Family
4261 Cedar Creek Rd.
Star Tannery, VA 22654

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UNITED STATES POSTAL SERVICE

02/18/2011

MAJORIE & RICHARD DODD

4261 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 roadside mailboxes. 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 Strasburg postmaster for more information.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester Va.
☑ Personal needs Winchester Va.
☑ Banking Strasburg Va.
☑ Employement Strasburg Va.
☑ Social needs Strasburg Va

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Mickey Renner

Address: 2610 Gravel Springs Rd Star Tannery Va 22654

Telephone: 540 - 465-5561

Date: Feb 12 2011

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

MICKEY RENNER

2610 GRAVEL SPRINGS RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg

☑ Personal needs Winchester

☒ Banking online

☒ Employement N/A

☐ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: D Stonesifer

Address: 720 Oates Rd

Telephone: 465 975-9

Date: 2/13/11

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

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UNITED STATES POSTAL SERVICE

02/18/2011

B D STONEFEISSER

560 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

_____

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

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping WINCHESTER

☐ Personal needs

☐ Banking

☑ Employement WINCHESTER

☐ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: FRED STRUSNIDER JR.

Address: 423 OATES RD. STAR TANNERY, VA.

Telephone: 540-465-5214

Date: 2-14-11

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

JUST LIKE THE FIRE AND POLICE DEPARTMENTS, OUR POST OFFICE IS THERE WHEN I NEED IT.

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UNITED STATES POSTAL SERVICE

02/18/2011

FRED STRUSNIDER JR

423 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: PICK UP MAIL / MAIL PACKAGES

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No NOT AS MUCH

Name: ALLAN SALIM / MARCIA KABRIEL

Address: 8547 ZEPP ROAD.

Telephone: 540 436 3087

Date: FEB, 14, 2011

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

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UNITED STATES POSTAL SERVICE

02/18/2011

ALLAN SALIM

8547 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Dan Maier

Address: 2074 S. Pifer Rd Star Tannery, Va 22654

Telephone: _____

Date: 2/13/2010

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

UNITED STATES POSTAL SERVICE

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02/18/2011

DAN MAIER

2074 S PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

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

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

2. Do you pass 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 Woodstock so I pass by the one in Maurertown if I need to stop.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Strasburg, Winchester, Woodstock
☑ Personal needs " " "
☑ Banking Woodstock
☑ Employement "
☑ Social needs " " "

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Linda Bailey

Address: 199 Hummingbird Ln, Star Tannery VA

Telephone: _____

Date: 2/12/11

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

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UNITED STATES POSTAL SERVICE®

02/18/2011

LINDA BAILEY

199 HUMMINGBIRD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping
☑ Personal needs
☑ Banking → Winchester
☑ Employement
☑ Social needs

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Andrew & Stephanie Keeler

Address: 674 Brocks Ln. Star Tannery Va. 22654

Telephone: 540-436-3817

Date: 2-23-11

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

UNITED STATES POSTAL SERVICE®

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02/28/2011

ANDREW & STEPHANIE KEELER

674 BROOKS LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employement Retired _____

☒ Social needs _____

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Carley W. Derflinger

Address: 160 Flickertail Lane

Telephone: 540 - 877 - 2065

Date: 2 - 23 - 11

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

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UNITED STATES POSTAL SERVICE®

02/28/2011

CARLEY W. DERFLINGER

160 FLICKER TAIL LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester
☒ Personal needs
☒ Banking
☒ Employement
☒ Social needs

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

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Naomi Pitcock

Address: 384 Zepp Rd Star Tannery Va 22654

Telephone: 436-9128

Date: 2/23/11

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

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UNITED STATES POSTAL SERVICE®

02/28/2011

NAOMI PITCOCK

384 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: We moved here from Bethesda MD

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

☑ Shopping
☑ Personal needs
☑ Banking
☐ Employement
☑ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Robin Ely, JACOB goldstein

Address: 3950 Turkey Run Rd., Starlan, VA

Telephone: 301 717 8171

Date: 2/18/14

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

We love the Starlan PO!

Please don't close it —

convenient, personal, quiet, fast service

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UNITED STATES POSTAL SERVICE®

02/28/2011

ROBIN ELY

3950 TURKEY RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☒ NO

If yes, please explain:

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Strasburg Post office is Very Slow, The Personal Are rude And There is To Many Miles To Travel Daily

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

☐ Shopping

☐ Personal needs

☒ Banking monthly

☐ Employement

☐ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No But Strasburg P.O. is The closest one To us and having To use it would cost us Thousands of Dollars in fuel + wear + Tear on our cars. Plus Strasburg service is awful. It is The slowest moving P.O We have even been In.

Name: Gregory Kenyon

Address: 1417 North P. Fen Rd, Star Tannery, VA 22654

Telephone: 540.465.8461

Date: 2/15/11

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

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UNITED STATES POSTAL SERVICE®

02/28/2011

GREGORY KENYON

1417 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

- 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Woodstock, Winchester, Moorefield W.VA.

☒ Personal needs Woodstock, Winch. St. City VA, Strasburg

☒ Banking Strasburg, Winch.

☒ Employement Strasburg VA

☒ Social needs Winch. - Woodstock VA

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Dennis Tharpe

Address: 1412 N. Pifer Rd. Star Tannery, VA 22654

Telephone: 540-465-4149

Date: 2/24/11

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

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REC'D NO. 22
MAIL 224

UNITED STATES POSTAL SERVICE®

02/28/2011

DENNIS THARPE

1412 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. 1383312
ROUTE 22
SEQ. 225

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: WE ARE BUILDING A COMMUNITY AND NEED A POST OFFICE

2. Do you pass 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 LATE SHIFT IT IS CLOSED ATTIME I PASS BY.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: THERE HAS BEEN A POST OFFICE IN STAUNTON SINCE EARLY 18 CENTURY HAS MORE POPULATION NOW.

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

☑ Shopping

☐ Personal needs

☐ Banking

☑ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: PHILLIP CHERYL WILEY

Address: 315 BRILL RD

Telephone: 540 465 3560

Date: 2/8/11

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

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UNITED STATES POSTAL SERVICE®

02/28/2011

PHIL & CHERYL WILLEY

315 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the loss of the Communities' identity since you are building a community. 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☒ NO

If yes, please explain:

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: The carrier does an all right job but my mail box is 1/2 mile from my house and things have come up missing from time to time

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

☒ Shopping Winchester, VA

☐ Personal needs

☒ Banking Winchester, VA

☐ Employement

☐ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Ray R + Elinor Himelright

Address: 458 Himelright Lane, Star Tannery, VA 22654

Telephone: 540-465-8838

Date: 2/16/11

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

To. Whom it may Concern:

My Husband and myself will not be able to attend this Meeting because we can't see to drive after night.

There is no reason this Meeting could not have been held at the Star Tanney Firehlept.

Sincerely
Mrs Kimbright

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UNITED STATES POSTAL SERVICE®

02/28/2011

RAY & ELINOR HIMELRIGHT

458 HIMELRIGHT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 concern about the community meeting being held in Strasburg, VA. The meeting location has been changed to the Star Tannery Volunteer Fire Department.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester, Va.
☑ Personal needs Winchester, Va.
☑ Banking Winchester, Va
☑ Employement Front Royal, Va.
☐ Social needs Not sociable

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Mr & Mrs. Charles E. Vance, Jr.

Address: 171 Oates Rd., Star Tannery, Va. 22654

Telephone: (540) 465-8620

Date: 2-16-11

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

We have Lived in Star Tannery, Va. for 35 years - It is a great rural community and the closing of the Post Office would be a great disservice - My Husband has just came home from the hospital yesterday and it would be a disadvange to have to run 25 miles to do postage business - Having this

UNITED STATES POSTAL SERVICE®

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02/28/2011

MR AND MRS CHARLES E VANCE JR

171 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

_____

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

☐ YES ☒ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☐ Yes ☐ No N/A

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No N/A

Name: P. W. UNDERWOOD

Address: 42 STILL HOUSE Rd., STAR TANNERY, VA.

Telephone: 540 436-3737

Date: 2-15-10

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

IF THE STAR TANNERY P.O. CLOSES, IT WILL BE EASIER FOR ME TO USE U.P.S. FOR PACKAGES.

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UNITED STATES POSTAL SERVICE®

02/28/2011

P.W. UNDERWOOD

42 STILL HOUSE RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping WINCHESTER

☐ Personal needs

☐ Banking

☑ Employement WINCHESTER

☑ Social needs WINCHESTER

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

☐ Yes ☐ No THERE ARE NONE

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: LAWRENCE C. TOMEK

Address: 2136 STAR TANNERY ROAD STAR TANNERY 22654

Telephone: 540-465-9696 (HOME) 540-667-4310 (WORK)

Date: 2/17/11

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

IF STAR TANNERY IS CLOSED, I PROBABLY WILL CEASE USING THE USPS FOR THE BULK OF MY CURRENT MAIL SERVICES DUE TO THE INCONVENIENCE OF OTHER POST OFFICES. PAYING BILLS ON LINE AND EMAIL WOULD BE MUCH MORE CONVENIENT.

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UNITED STATES POSTAL SERVICE®

02/28/2011

LAWERENCE C TOMEK

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

If I go out, I don't go out on a daily or weekly basis
The post office is extremely convenient and saves me on gas, time, and having to prepare and know. Unexpected needs would be harder met.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Food Lion Strasburg

☑ Personal needs Personal Variety Strasburg Winchester Harrisonburg

☑ Banking BBT Strasburg

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Watkins

Address: 185 Short Mountain Way Star Tannery

Telephone: 540 465 1595

Date: 2/15/11

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

DOCKET NO. 138 3312
ROLL 22
FILE 243

UNITED STATES POSTAL SERVICE®

02/28/2011

WATKINS

185 SHORT MOUNTAIN WAY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

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

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

If yes, please explain:
It is necessary to pick up Deliveries as Mail Lady Refuses to come to house

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

☐ YES ☒ NO

If yes, please explain:

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LOCATION 22
DATE 245

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☐ Banking _____

☒ Employement _____

☐ Social needs _____

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

☐ Yes ☒ No There are no businessess except the postoffice

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: William F Wagner

Address: 651 Paddys Run Road Star Tannery

Telephone: 540 465 9607

Date: 2/17/11

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

If the mail person would deliver packages to the house the Post office would not be important to me. But she refuses, for reasons I have not been given, to come to the house. The previous mail carriers had no problems and sometimes a ~~Rate~~ Substitute carrier will deliver, but she will not.

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UNITED STATES POSTAL SERVICE®

02/28/2011

WILLIAM F WAGNER

651 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. I have referred your concern about the carrier not delivering parcels to the postmaster of Strasburg for follow up.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping
☑ Personal needs
☑ Banking
☑ Employement
☑ Social needs

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Cathy Martin

Address: 1780 Star Tanners Rd Star Tanners VA 22654

Telephone: 540-465-8521

Date: 2-23-11

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

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UNITED STATES POSTAL SERVICE®

02/28/2011

CATHY MARTIN

1780 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Winchester
☐ Personal needs
☒ Banking Strasburg
☒ Employment Quicksburg
☐ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Brett and Jennifer Martin

Address: 220 Oates Road, Star Tannery, VA 22654

Telephone: (540) 465-2670

Date: 2/22/11

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

We have comments attached.

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2/22/11

Please do not close our post office. We would be very disappointed if that happened!

Jen + Brett Martin

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UNITED STATES POSTAL SERVICE®

03/02/2011

BRETT & JENNIFER MARTIN

220 OATES RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCUMENT ID: 1383312
FILING: 22
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Postal Service Customer Questionaire

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

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

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

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

If yes, please explain: Farms post folks 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: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester, Stanburg, Woodstock

☑ Personal needs Various

☑ Banking Winchester, Kearnstown, Woodstock

☑ Employement Kearnstown & Woodstock

☑ Social needs Various

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Walt McClean

Address: 461 S Tan Yannery Road

Telephone: 540-877 1531

Date: 2-19-2011

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

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Attachment to
Postal Service Customer Questionnaire
Ref: Closure of Star Tannery Post Office

My concerns include the following:

Currently packages too big for the mail box and letters that have to be signed for are delivered to the Star Tannery Post office for pick up. Even if we are home the carriers do not attempt delivery and thus place a card in the mailbox. Not to be one sided, there are times that the drivers can not reach our house i.e. snow, ice or a vehicle that does not have enough power to climb the driveway.

Having stated the above, I do not want to travel to Strasburg (or some other location) to pick up mail. This is time consuming and costly with the price of gas being on the rise. Additionally, getting in and out of Star Tannery can be difficult i.e. the weather and lack of a vehicle.

I request that you do not close the Star Tannery Post Office. This closure will put a great burden on both the carriers and us customers.

Sincerely,

Walt McClean
461 Star Tannery Road

UNITED STATES POSTAL SERVICE

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03/02/2011

WALT MCCLEAN

461 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 roadside mailboxes. 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 Straburg postmaster for more information.

- You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day. If you have issues with the delivery of packages to your home, you should contact the postmaster of Strasburg at 540 465-4586.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: Not easily accessible at STRASBURG Ramp & parking

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping (Grocery) ~~$~~

☐ Personal needs

☑ Banking

☑ Employment

☑ Social needs (dining)

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Daronda Toole

Address: 141 Bushy Ridge Dr.

Telephone: 540-465-1575

Date: 2/15/11

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

Rather than radically eliminate PO services, why not just reduce to 4 hours per day M-F and retain 9-1 on Sat?

I hate using the Strasburg PO. Hate it! No parking. Too many steps. Location on main drag is huge detriment.

Star Tannery is

(OVER)

UNITED STATES POSTAL SERVICE

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DARONDA TOOLE

141 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

- 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.

- You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If security is an issue, you can request that packages too large for the mail box and no one is at home to receive them, to be not delivered and arrangements made for delivery for when someone is home.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐ X	☐ Sometimes 2-5x/yr
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

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

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

we are very rural - have to drive to MOST businesses. These questions aren't truly relevant.

Name: Mike Veale

Address: 6421 Wardensville Grade Star Tannery VA 22654

Telephone: 540-513-1577

Date: 2/17/11

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

I hope you continue to leave the Star Tannery PO open. Its a great place, and wonderful to not have to drive 20+ mins to get to a PO. I personally would prefer it to be open, even if on a limited schedule. The people who have worked there have always been so nice + helpful as well → Furthermore Thanks

UNITED STATES POSTAL SERVICE

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03/02/2011

MIKE POOLE

6421 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day.

- You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

- You stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: Advertise my business

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

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping — These are not done on a daily, weekly basis as is the U.S. Postal Service.

☒ Personal needs

☒ Banking

☒ Employement

☒ Social needs

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

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Libby Neishman & John Fox

Address: 130 Star Tannery Rd Star Tannery VA 22654

Telephone: 540-877-3597

Date: 2-14-11

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

The continuity of this P.O. is so needed for the large number of elderly people in this area. To discontinue the integrity of the P.O. is not a good move. I was very disappointed in Mr. Voorhees comments to the Washington Post. You could have at least had the service of a pre paid envelope to return this to us.

UNITED STATES POSTAL SERVICE

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LIBBY HEISHMAN

130 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 roadside mailboxes. 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 Strasburg postmaster for more information. You also expressed concern about having to pay postage to return the questionnaire. The return envelope did not require a stamp. Postage was already paid by a permit imprint in the upper right corner of the envelope. I have attached a stamp for your convenience.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

If I go to Winchester traveling North I pass the PO at Round Hill. When going to Strasburg I pass that PO.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Winchester, Woodstock, Strasburg, Front Royal

☑ Personal needs " " " "

☑ Banking Strasburg

☐ Employement Retired

☑ Social needs Where ver

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

☐ Yes ☑ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Judy Miller

Address: 140 Duck Run Lane

Telephone: 540-465-5874

Date: 2-17-11

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

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I lost my husband Nov. 2009. He wanted his son to have his Bible. Dec. 2010, I mailed the Bible to his son in Inwood, WV. from Star Tannery post office. He never received it.

I retired Jan. 08, 2011. The benefits center mailed 3 vital pieces of information on Jan. 20, 2011. I received 2 mailings 10 days later. I have yet to receive the mailing which contained the information needed for me to continue my medical insurance. I have to depend on the mail service monthly for the next 18 months to maintain my insurance. Quite honestly, I feel like I'm playing Russian Roulette for my health care.

Several months ago, I had a check sent to me from Toms Brook (20 minutes away) that took 5 days to get to me. Thinking I had been lied to, last week I mailed myself a letter from Toms Brook post office and I received it 3 days later.

I know this is not relevant to closing the Star Tannery post office. However, I feel there is a need to improve our mail system.

Judy Miller

UNITED STATES POSTAL SERVICE

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03/02/2011

JUDY MILLER

140 DUCK RUN LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the length of time it takes to receive your mail. I have referred your concern to the postmaster of Strasburg. She will monitor your mail in an effort to determine and correct any delays of delivery of your mail.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Sandra Helsley

Address: 438 Bushy Ridge Dr Star Tannery Va 22654

Telephone: 540 465-4966

Date: 2-14-11

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

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FILED 22
PAGE 273

We really need this post office. I know it is small but to us here in Har Tanmery its not small. I dont want to drive 30 miles to and from the post office in Strasburg. We have had our mail stolen 3 times that we know of. So has another neighbor. We reported it to the sheriffs dept and also to the Post Office and not one person from either dept has called us or contacted us in any way. We are having our ~~Post~~ Mail picked up at the post office until we see what is going to happen.

Please reconsider the closing of this post office. Cut the hours there to maybe 4 hrs a day. This will still benefit the Community.

Thank you

Sandra & Steven
Kelsey

DOCUMENT ID: 1383312
FILE ID: 22
PAGE: 274

UNITED STATES POSTAL SERVICE

03/02/2011

SANDRA HELSLEY

438 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. 383312
ROLL NO. 22
DATE 275

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

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

If yes, please explain: _____

_____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

2. Do you pass 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 NO. 1383312
FILING NO. 22
DATE 276

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employement
☒ Social needs

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

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Acrey Nicholson, Jr

Address: 6061 Wardensville Grade

Telephone: 540 877 2574

Date: 2/12/2011

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

There are no other post offices close to my Location. Stephens City, Strasburg, and Winchester are quite the distance away and with gasoline prices of Runny to the post office at one of those Locations would be costly.

→

DOCUMENT NO: 1383312
FILE NO: 22
PAGE 277

UNITED STAT POSTAL SERV

03/02/2011

ACREY NICHOLSON JR

6061 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option or to to privatize the postal service.

- 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

1383312
22
278

Postal Service Customer Questionaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

138312
22
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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☑ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Larry & Judy Bennington

Address: 5700 Wardensville Grade, Star Tannery, VA 22654

Telephone: 540-877-2186

Date: 2/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I would rather see the Post Office discontinue Mail Service on Saturdays than Close The Star Tannery Post Office. Why would I want to travel to Strasburg when the PO is about 4 miles from our home? Strasburg is about 14 miles!

1383312
22
279A

UNITED STATES POSTAL SERVICE®

1383312
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03/02/2011

LARRY & JUDY BENNINGTON

5700 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

- 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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22
281

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☒
b. Mailing Letters	☐	☐	☐	☒
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass 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 drive 2hrs to work and pass numerous Post Offices.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Richard A. Smith Jr.

Address: 108 Aster trail Star Tannery Virginia 22654

Telephone: 540-465-5824

Date: 2-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

To Whom it may Concern:

Although I personnally do not depend on the Star-Tannery Post office for services, there are some Individuals in the community who depend on the Post Office for services, and to those people going to the Post office is a way of life. They have been doing it for years and use the Post office almost as a social Event. Therefore I would reccomemd keeping our Post office open.

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22
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Thank you
Richard A Smith Jr.

UNITED STATES POSTAL SERVICE

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DOC. NO. 22
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03/02/2011

RICHARD A SMITH JR

108 ASTER TRAIL
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. 1303312
RECEIVED 22
PAGE 285

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

_____

d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO

If yes, please explain: _____

_____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

_____

1383312
22
286

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you ~~previously~~ presently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

N/A

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: WILLIAM E. SR. + LILLIE L. NICHOLSON

Address: 6784 WARDENSVILLE GRADE (P.O. Box 123) STARTANNER, VA. 22654

Telephone: 540-465-5914

Date: 02-12-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

1383312
-22
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Sir:

All of the answers you ask for in question # 4 are of a personal nature and have nothing to do with where I get my mail. My address for the last twenty years has been P.O. BOX 123 Star Tannery, Va., 22654

By having a P.O Box number I dont have to worry about the loss of personal information

William E. Nicholson Sr.
Lillie Nicholson

P.S. Please try to keep the P.O. open even if you have to reduce the hours.

Thank you
William E. Nicholson Sr.

UNITED STATES POSTAL SERVICE

DEED BOOK NO. 1383312
RECORD 22
PAGE 288

03/02/2011

WILLIAM & LILLIE NICHOLSON

PO BOX 123
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

138 3312
22
299

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

_____

1383122
22
290

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping WOODSTOCK, WINCHESTER

☒ Personal needs " "

☒ Banking WOODSTOCK, STRASBURG, WINCHESTER

☒ Employement MARSHALL, VA.

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: DENNIS MORAN

Address: 7224 ZEPPRO. STAR TANNERY, VA.

Telephone: 436 3520

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

IF I HAVE TO MAIL A PACKAGE, THEN I WILL HAVE TO DRIVE 18.2 MILES ONE WAY. THERE IS NO WAY THAT I WILL TRUST THIS CARRIER HERE WITH MY PACKAGES!

UNITED STATES POSTAL SERVICE

03/02/2011

DENNIS MORAN

7224 ZEPP RD
STAR TANNERY, VA 22654

1383122
22
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Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 over the dependability of the rural route carrier. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. If you have any concerns about your carrier, you should contact the postmaster of Strasburg at 540 465-4586.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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22
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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☒ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

_____

1383312
22
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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Winchester / Woodstock

☒ Personal needs Winchester / Woodstock

☒ Banking Winchester

☒ Employement Winchester

☒ Social needs Winchester / Woodstock / Front Royal

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Von + Sandra Himelright

Address: 338 Himelright Ln

Telephone: 465-9413

Date: 18 Feb 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

- Reduce cost by closing Post Office on Saturday and one other day of the week.
- Use a postmaster that does not have alot of service years. Less salary to pay for location.
- Mail carrier does not come at same time every day, would not be able to use carrier services.

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22
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UNITED STATES POSTAL SERVICE

03/02/2011

VON & SANDRA HIMELRIGHT

338 HIMELRIGHT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.
- You expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
- You suggested that a postmaster should be selected with a limited number of years of service to pay less salary. When postmasters are selected, they are chosen according who is best qualified. Years of service and salary can not be consdieratons during the selection process.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

1383312
22
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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: my PO box provides secure delivery. When I used a mailbox, it was vandalized and mail was stolen

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Winchester, Sundays Front Royal, nights

☒ Personal needs Winchester, Sundays Front Royal, nights

☒ Banking Strasburg, Winchester

☐ Employement telework from home

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Laurel V. Munk

Address: PO Box 133 Star Tannery, VA 22654

Telephone: 540-465-3575

Date: February 23, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Postal Service Customer Questionnaire

Addendum from Laurel V. Munk

My additional comments are as follows:

- Closure of the Post Office would remove 1/5 of the community infrastructure (the others being the fire hall, the market, the church, and the tavern).
- The region is growing—a projected 22% in the next 10 years. Star Tannery has already started to see its share. Owners of large properties are selling off to developers, who split the land into smaller parcels. In fact, I am one of a dozen land owners whose combined acreage used to belong to one family.
- I will always need a Post Office box located in Star Tannery. When I used to have a mailbox at the highway, my mail was stolen and the box itself was vandalized repeatedly.
- I resent the idea espoused by some that it would be convenient for me to drive to Strasburg each day to pick up my mail. For me, that would be a round trip of 24 miles—a poor use of increasingly expensive fuel.
- The statement by a USPS employee in the *Washington Post* article that alternatives are available at Costco is also offensive. The nearest Costco is in Winchester, a 50-mile round trip for me.
- It has also been suggested that it would be easy to pick up mail while in town grocery shopping. That is not practical. 1) I shop for groceries on my way home from the days I am on the road, not every day. Why should I be forced to pick up mail only once a week with groceries when other citizens get delivery 6 days per week? 2) When I shop in Strasburg, it is generally NOT during hours the Post Office is open. 3) Most of the time, I shop at WalMart or Martin's in Winchester or Front Royal—neither is convenient for daily pickup of mail.
- Suggesting that people use the Internet instead of the Post Office is one reason why revenue is being drained away from the USPS.

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03/02/2011

LAUREL V MUNK

PO BOX 133
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 growth in the community. 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.

- 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 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. The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO. _____
ITEM NO. _____
DATE _____

DOCKET NO. 1383312
ITEM NO. 22
DATE 299

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Mostly Winc. Sometimes Strasburg or Stephens City

☑ Personal needs Winchester

☑ Banking Winc. ~~are~~ mostly Strasburg.

☐ Employement

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Sharon M. Sisk

Address: 2432 Star Tannery Rd. Star Tannery, VA. 22654

Telephone: 540-465-5780

Date: 2/26/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Dear Sirs,

I, like many, many others do not want to see our landmark post office closed!

Toms Brook and Maurertown Post Offices are alot closer than St. Ja & and Strasburg offices. You can walk from one to the other in no time!

I'm in my late 50's and don't get around much; but I can drive to the P.O. and send a letter that will go out the same day if I miss the mail carrier! And when I do go to Winc. or Strasburg, I drive by the post office in Star Tannery! I don't have to drive 11.5 miles to Str. for an envelope or bot that I may not have the right size for. Any question you may have are answered by very courteous people! (With a smile.) And you don't have to park a block away and walk in rain or snow! Plus we don't have to stand in a line halfway down to the parking lot.

I'm sure this letter isn't going to change any decision

— over

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UNITED STATES POSTAL SERVICE

03/02/2011

SHARON G SISK

2432 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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.

- You stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO	
a. Resetting/using postage meter	☐ YES	☒ NO	

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO	
b. Using for school bus stop	☐ YES	☒ NO	
c. Assisting senior citizes, persons 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 Center Dinners & Fundraisers.			

2. Do you pass 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 Like to Stop in the City. Thats why I live in Star Tanney.

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Shop ONLINE - US Postal Service Brings me my Stuff!

☐ Personal needs

☒ Banking Strasburg - Direct Deposit

☒ Employement MANASSAS

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: CASSIE BLADY & CHARLES S. PAYNE JR

Address: 26 FAIRMONT LN STAR TANNERY VA 22665-15

Telephone: 540-436-3258

Date: 2.23.11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I HAVE ALWAYS USE the POSTAL SERVICE IN STAR TANNERY. I DO HAVE TO TRAVEL to SHOP & WORK. WE HAVE NO LIGHTS, STREETS to MAINTIAN, ALTHOUGH ALL TAXES ARE JUST AS HIGH AS PEOPLE THAT LIVE IN TOWN. OUR POST OFFICE. WE LOVE! WE DO NOT WANT it CLOSED!!
PLEASE MAKE SURE they DO NOT CLOSE it.
LESS DAY or SHORTER HOURS—WOULD BE FINE

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ROLL NO. 22
DATE 305

UNITED STATES POSTAL SERVICE

03/02/2011

CASSIE BRADY & CHARLES S PAYNE JR

26 FAIRMONT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that since the people of your community paid taxes, the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

- You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

- 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Winchester

☐ Personal needs "

☐ Banking "

☐ Employement "

☐ Social needs "

5. Do you currently use local businesses in the community?

☐ Yes ☐ No There are some in S. Tarney

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: M. Nicky Lloyd

Address: 5821 Wardensville Creek, Star Tarney, VA 22674

Telephone: 1-540-877-2205

Date: 2-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

UNITED STATES POSTAL SERVICE

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03/02/2011

M KIRBY LLOYD

5821 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☑	☐	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☑	☐	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Winchester Va or Stephens City, Va

☑ Personal needs Winchester

☑ Banking Winchester

☑ Employement retired

☐ Social needs

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: James + Madge Keeler

Address: 614 Brocks Lane

Telephone: 540-436-8531

Date: 2-15-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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2-15-2011

Our mail box is almost a mile away from our house. So when we need to pay bills we drop the mail at Star Tannery Post Office.
We feel that it is not safe to put in our mail box for the carrier to pick up.
If we had to drive to Strasburg, VA, Stephens City, VA or Winchester, VA
That would be 22.4 or 40 mile trip. Very inconvienee.
If we have a package the mail carrier doesn't leave it at the mail box if its to big for the box. Because our drive way is almost a mile long they won't come to our house.

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The mail carrier takes the package to Star Tannery Post Office. We pick it up there. We have three houses back this lane and all of us use Star Tannery Post office. Most of my shopping is by mail. I would hate to drive 40. miles to pick up my mail. I just could not pay postage for shipment and buy gas to travel to. There are a lot of house in Star Tannery that they can't see there mail boxes from there house. Its not a good idea to write a check and put in the box not knowing if the mail carrier will get it or who.

LINK NICK

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UNITED STATES POSTAL SERVICE

03/04/2011

JAMES & MADGE KEELER

614 BROCKS LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 obtaining large parcels since your house is about a mile from your mail box. Large parcels may be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

- You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. We will look at the possiblity of locating a collection box in the Star Tannery area.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

(We filled this out separately)

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☒
b. Mailing Letters	☐	☐	☒	☒
c. Mailing Parcels	☐	☐	☒	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, 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: Strasburg is where I work. (Peter)

Yes, but only once a week (Elizabeth)

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Strasburg or Woodstock
☒ Personal needs "
☒ Banking "
☒ Employement "
☒ Social needs "

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Peter Benedetto Elizabeth Benedetto

Address: 8410 Zepp Rd Star Tannery Va 22654

Telephone: 540 436 3988

Date: 2-11-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I have an at-home job which requires me to send boxes out frequently. Sometimes I am able to send them while in town, but other times I can't wait that long. I don't consider hanging boxes on my mailbox for pickup to be nearly secure enough, + would have to make a 32-mile round trip if our post office closes. (Elizabeth)

↓ (in any direction)

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UNITED STATES POSTAL SERVICE

03/04/2011

PETER & ELIZABETH BENEDETTO

8410 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels (International Packages sometimes daily)	☑	☑	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

_____

d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO

If yes, please explain: _____

_____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Winchester

☑ Personal needs "

☑ Banking "

☐ Employement Sell on eBay + Amazon - mail international or over 13oz mailings at Star Tannery

☐ Social needs

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: Murray McKnight

Address: 423 Buckhorn Ln

Telephone: 540-877-2012

Date: 2-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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For the past few years most of my income has come from selling online on eBay and Amazon. I offer worldwide shipping and have found that the international market makes up about half of my sales—requiring me to fill out the customs form and take to a post office to mail. I always use the Star Tannery Post Office to mail my international packages, which is usually a few a week. Star Tannery is about a 10 mile round trip for me. If this post office is closed, the next closest place to mail international packages would be Cather's Market which is about a 24 mile round trip for me, and the main post office in Winchester is 36-38 miles round trip, and Strasburg post office is about the same, 36-38 mile round trip. This would greatly impact the feasibility of continuing to offer international shipping. It would definitely not be cost effective. One of the reasons I decided to embark on this way of making money is because of the proximity of the Star Tannery post office. Since I live in a rural area, being able to work out of my house is wonderful, but if I have to start driving all the way to town to mail, it will pretty much put me out of business. I am 60 years old, my husband is disabled and can no longer drive, so working at home helps me stay close by in case he needs help.

Thank you for the opportunity to respond about the proposed closing of Star Tannery post office.

Murray McKnight

UNITED STATES POSTAL SERVICE

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03/04/2011

MURRAY MCKNIGHT

423 BUCKHORN LN
, 22602

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 concern about mailing international packages. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, if you pay the postage by the Click and Ship option, packages weighing over 13 ounces can still be pick up.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: INFORMATION/ASSISTANCE

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping ~~WHEREVER AVAILABLE~~ - WOODSTOCK & WINCHESTER, VA

☐ Personal needs

☑ Banking WINCHESTER

☑ Employement WINCHESTER

☑ Social needs WOODSTOCK & WINCHESTER, VA

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: NANCY CRISSY AND KENNETH D. LINEWEAVER, JR.

Address: 7696 ZEPP RD., STAR TANNERY, VA 22654

Telephone: (540) 436-3704

Date: MARCH 1, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

IF THE STAR TANNERY POST OFFICE CLOSES, WE WILL HAVE TO DRIVE A ONE HOUR ROUND TRIP TO VISIT A POST OFFICE. THIS IS NOT CONVENIENT & NOT FAIR. WE WILL NOT BE ABLE TO MAKE THIS TRIP DURING INCLEMENT WEATHER. DRIVING FOR AN HOUR TO MAIL A PACKAGE, ASK QUESTIONS, OR BUY STAMPS WILL NEVER BE CONVENIENT. CEDAR CREEK VALLEY HAS ALREADY LOST ONE POST OFFICE

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UNITED STATES POSTAL SERVICE

03/04/2011

NANCY CRISSY & KENNETH D LINEWEAVER, JR

7696 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Stephens City + Strasburg + Winchester

☒ Personal needs Star Tannery, Winchester, Strasburg

☒ Banking Stephens City

☒ Employement drive school bus from home for Frederick Co Public Schools

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Robin Hutchinson

Address: 16916 South Pifer Rd., Star Tannery, VA 22654

Telephone: (540) 465-4808

Date: Feb. 11, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

138331 Feb. 11, 2011
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To whom it may conern;

I use the Star Tannery, VA Post Office almost exclusively because of my job and the fact that we have a farm so it saves time in driving.

I drive a Special Needs School Bus for Frederick County Public Schools. My bus route has me beginning work at 6AM every week day morning and getting back home between 9:30 & 9:45AM. The afternoon run has me leave at 1:36PM & returning at 3:30PM. In between runs the farm work needs to be done and with only 4 hours to take care of everything it does not give a lot of time for running errands such as going to the Post Office.

When I return home on those days from my run, evening chores start plus occassionally there are field Trips for the school system in the evening for Sports teams & other school groups leaving directly after my evening run. Those field trips also come on weekends as well. When there are no field trips on the weekends the morning is filled with taking care of the farm.

As you can see my schedule doesn't warrant a lot of time for trips to other Post Offices plus the law does not allow farm vehicles to go to the Post Office and alot of times my errands are with the farm vehicles.

In closing what I am trying to say is please don't close the Star Tannery, VA Post Office. It is so convient for me. However, I do understand in these tough economic times some things must be necessary. Thank You for listening & reading my thoughts

UNITED STATES POSTAL SERVICE

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03/03/2011

ROBIN HUTCHINSON

1696 S PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 having to travel to another post office due to your work schedule. 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☒	☐	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

_____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

_____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Graden's

☒ Personal needs Graden's

☐ Banking

☐ Employement

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Lou Costanza

Address: 190 Trails End Drive, Star Tannery, VA 22654

Telephone: 540-465-9250

Date: 2-28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Lou Costanza
190 Trails End Drive
Star Tannery, VA 22654
(540) 465-9250

Dear Mr. Voorhees,

I am writing this attachment to the questionnaire requesting that you DO NOT close the Star Tannery, VA, 22654 post office.

I would be in favor of the postal service suspending delivery on Saturdays and even an increase in postage rates.

Those of us in Star Tannery rely on the post office.

Thank you for your consideration.

Sincerely,

Lou Costanza

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UNITED STATES POSTAL SERVICE

03/03/2011

LOU COSTANZA

190 TRAILS END DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐ Book of STAMPS
b. Mailing Letters	☑	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	occasionly
d. Pick up Post Office box mail	☑	☑	☐	☐
e. Pick up general delivery mail	☑	☐	☐	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	OCCASIONLY
h. Sending Express Mail	☐	☐	☐	OCCASIONLY
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO if available

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO read it

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: Received P.O. Box due To MAILBOX WAS ALWAYS being knocked down.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping
☑ Personal needs
☑ Banking
☑ Employement
☑ Social needs

5. Do you currently use local businesses in the community?

☑ Yes ☐ No The POSTOFFICE is CENTER of OUR COMMUNITY

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☑ No

Name: KING FAMILY

Address: P. O. Box 67

Telephone: 465-3356

Date: 2/25/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

1- GAS PRICES ARE RISING! - 22 MILE ROUND TRIP
2- WILL HAVE PAST DUE BILLS WHEN WEATHER IS BAD + CANNOT PICK UP MAIL.
3- WE DO NOT SHOP IN STRASBURG.

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UNITED STATES POSTAL SERVICE

03/03/2011

KING FAMILY

PO BOX 67
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 the post office being the center of the community and 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

- You expressed concern about having to erect a rural mailbox due to vandalism. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Strasburg Post Office but it is located approximately 11.2 miles away.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Buying boxes, holding 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: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Winchester

☑ Personal needs Winchester

☑ Banking Wachovia - BB&T Valley Ave Winchester, VA

☑ Employement Belief Church - Middle Rd 525 Winchester VA 22602

☐ Social needs

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Brenda Mitchell

Address: 200 Duck Run Lane Star Tannery VA 22654

Telephone: 540-465-4515

Date: 2-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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UNITED STATES POSTAL SERVICE

03/03/2011

BRENDA MITCHELL

200 DUCK RUN LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	**Daily**	**Weekly**	**Monthly**	**Never**
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☒	☒	☐
d. Pick up Post Office box mail	☒	☒	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☒	☒	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services		
a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities ~~ect.~~ etc.	☒ YES	☐ NO

If yes, please explain: handicap services available, meetings

d. Using public bulletin board	☒ YES	☐ NO
e. Other	☐ YES	☒ NO

If yes, please explain: to post community notices/activities, lost animals

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: Would prefer servic to my door. If not available, would prefer servic at post office

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Winchester, Stephens city, Front royal
☒ Personal needs " " "
☒ Banking " " "
☐ Employement —
☒ Social needs " " "

5. Do you currently use local businesses in the community?

☒ Yes ☐ No (Star Market + Fire Dept.)

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

(1) (2)

Name: Martha Havron + Denise Blake

Address: PO Box 144, 224 Oates Rd, ST, VA 22654

Telephone: 540-465-5405

Date: 2/23/10

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

See attachment.

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FILED 22
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Response of Denise Blake:

I am employed full time at the Shenandoah University Health Professions Building on North Sector Drive in Winchester (near I-37). I leave home daily before the post office opens and frequently return home after the post office closes. I do not pass any post offices, other than the Star Tannery post office, to or from work. Travel to any other post office will be out of my way. Though I am not disabled, I agree with Martha Havron as to the pluses and minuses of closing the Star Tannery post office.

Reasons to keep Star Tannery post office open:

Only 1 mile from my home, over residential road.
Has handicapped parking for easy access.
Has handicap walkway to entrance of pose office.
Better to use than rural postal box because of vandalism of boxes, causing lost mail and cost/time to replace postal box.
I use a post office box because of vandalism and size/volume of my mail.
If I use post office box in Strasburg, I must change my address from Star Tannery to Strasburg and provide hundreds of change of addresss notices to creditors, banks, companies, merchants, schools, churches, friends, relatives, customers, etc.
Maintain tie to community address.
Adequate number/size of postal boxes exist in Star Tannery.
Star Tannery post office can hold larger pieces of mail.
Star Tannery post office is open for longer hours than Strasburg post office, both Weekdays and weekends
Star Tannery postal employees are more personable, know you, so can correct mail problems.
No lines, quick service at Star Tannery post office.
Quick to get in and out of post office.
Inexpensive for government to operate – rent only $300 per month.
Star Tannery offers a community notice board with local activities, including fire Department dinners, auctions, carnivals, etc.
Loss of Star Tannery post office means loss of community identity.
If post office is removed, postal box will be removed, so won't be able to even mail a letter.
Can visit Star Tannery post office daily.
Can leave packages for UPS and Federal Express at Star Tannery post office.

Recommendations:

If Star Tannery post office can not be kept open full time, we suggest it remain open part time. Either limit the number of hours it's open daily to, say, 4 hours OR decrease the number of days it's open full time. For example, perhaps Star Tannery's post office could be open Monday, Thursday full time and a half day on Saturday.

Martha D. Havron Denise A. Blake

Martha D. Havron Denise A. Blake

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Postal Survey Response -- 2/26/11

We live at 224 Oates Road (P.O. Box 144) in Star Tannery, Virginia, (phone: 540-465-5405) and oppose the closing of our post office, which would force us to use the Strasburg post office, a much less convenient post office, has shorter hours, and is not handicap friendly, i.e., the Strasburg post office does not meet the accessibility standards required by the Americans with Disabilities Act (1991, and amended), Parts II and III . Further comments:

Response of Martha Havron:

I am a disabled retired senior with multiple medical problems which seriously limit my mobility, reflexes, vision, and hearing. I am uncomfortable driving long distances on highways at higher speeds. I prefer using slower, residential roads. I use a cane and/or a walker, and I can not stand for long. I live on a fixed income and cannot afford the added gas expense of traveling longer distances to the post office. Because of my disabilities, to use extra caution, I limit my travel.

Problems using Strasburg post office:

Distance to travel increases from 1 mile to 12 miles each way.
Time to get to post office increases.
Costs more in gas to get to Strasburg at a time when gas prices are soaring.
Requires travel over highways at 55mph and 65mph rather than local, residential roads at 25mph and 35mph which is less safe for me because of my vision problems and ataxia.
Limited parallel parking(only a few spots) at Strasburg post office. Means must circle post office waiting for parking spot as the parking lot in back is for employees only. (legal violation)
Appears to be no room for expansion of parking at Strasburg post office.
No handicap parking at Strasburg post office. (legal violation)
No handicap entrance/access to Strasburg post office. Must climb two sets of stairs to reach post office. I can NOT get my walker up the stairs. (legal violation)
Crowded in Strasburg post office, with longer waiting times and lines.
No place to sit at Strasburg post office. Had to stand holding on to wall while waiting for clerk because could not get walker up the steps.
More walking/standing required to transact business at Strasburg post office which is very hard for me to do.
If I don't want to use Strasburg post office, I would have to use a rural postal box. But our postal boxes are subject to repeated vandalism , which results in loss of mail and time and cost to replace damaged/destroyed postal box and mail.
I work from home and will have to change business supplies (stationery, envelopes, business cards, forms, return address stamp, return address labels, etc.), checking account, credit card, notify client re address change.
Rural postal boxes too small for my mail size and volume.

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UNITED STATES POSTAL SERVICE

03/03/2011

MARTHA HAVRON & DENISE BLAKE

PO BOX 144
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not within the purview of the Act. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchases and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities. The nearest accessible post office is located 8 miles away in Maurertown, VA.

- 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 roadside mailboxes. 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 Strasburg postmaster for more information.

- 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. There are various sizes of mail boxes that are available. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

- 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

- You stated that the Star Tannery Post Office has longer retail hours than the Strasburg Post Office. The numbers of hours that the retail windows are open are the same for both offices Monday through Friday. Star Tannery is open an hour longer on Saturdays. The window transactions conducted at the Star Tannery Post Office does not justify the number of hours that they are open. Strasburg has twenty four hour access in their lobby for Post Box Customers.

- You expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Current checks and stationary can be used until it is time to order again.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway

Merrifield, VA, 22081-9998

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: WON'T use Because of Possible THEFT of money AN IDENTY

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping MONTHLY STRASBURG

☒ Personal needs " " DO IT IN ITRP

☒ Banking DO IT WHEN IN TOW

☐ Employement

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No BUT LESS THAN NOW

Name: GLENN FRYE

Address: 829 BRILL RD

Telephone: 465-5381

Date: 2-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

See ATTACHED

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Dear Mr. Voorhees:

I have just completed the Star Tannery Post Office questionnaire and I have no idea what purpose the information will serve to evaluate the concerns of the residents. It appears that whoever prepared the questionnaire was only trying to validate the statements you made in the Washington Post article. It just seems that based upon your comments in the Post and this questionnaire that the decision has already been made.

There are no questions about impact on the people. There are a number of older people in the community who can not, do not or should not drive in Winchester and Strasburg. They do however get out to community events and the post office.

I can't believe that you even propose the carrier change. **If you want your money or identity stolen, then start leaving money in the mail box.**

A number of people use the post office to send packages to relatives and military service members. If they have to go out of Star Tannery to do it, they will probably use FedEx, UPS, etc. instead of the postal service. The closest Post Offices are all difficult to get to and you have to climb steps to get inside. FedEx and UPS are more convenient. In fact in Strasburg you can send something FedEx in front of the Post office and never have to climb the steps and wait in line.

In the Post article, the expense not being covered is the salary of the person in the office. Is this person being terminated if the office closes? If not, where are the savings? Have you considered any other options of staffing the office such as someone at a lower salary with less or not benefits, or even someone part-time or volunteers?

It's hard to believe that the $3,600 a year rent is going to fix the budget. In fact the postal service will probably lose a good part of the money they now take in if the office is closed.

Glenn Frye

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UNITED STATES POSTAL SERVICE®

03/03/2011

GLENN FRYE

829 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two local reports made at the local office within the past year of possible mail theft. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

- You expressed a concern about the security of mail and identity theft. 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 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.

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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3-6-2011

Mr. Voorhees:

I received your 3-3 response and feel the need to comment further.

a. Of course the Postal Inspectors do not have any instances of theft as people have not started leaving money in their mail box. If you check with the Sheriff there are several instances of burglary and theft in the community. Once word gets out that people are leaving money in the mail box, the Postal Inspectors will have reports of theft.

b. If I put a lock on my mail box, how am I going to use the services of the mail carrier?

c. Now if I need to mail a package or run out of stamps I can go to the Post Office and not have late mail. I won't be able to do that after the office is closed.

d. I really love your general unsupported statement that "Carrier service is more cost effective". Do you factor in the cost the extra time it will take them to finish their route, which will probably result in overtime or the cost of the business that will be lost? I doubt it. Also, I thought customer service counted for something.

You do not need to respond to the above rejections of your statements. I do not need any more smoke screens blown at me. You will only continue to use general statements to support your already made decision to close Star Tannery.

I do want you to provide information at the meeting on the percentage of times an appeal is won. Based upon my experience with BRAC the chances of winning an appeal are probably 5 percent or less. The only way to beat the Postal Service or government is with Congressional pressure and I haven't seen that in Star Tannery. You probably did a good job of briefing them on your plans.

Glenn Frye
829 Brill Road
Star Tannery, VA 22654

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☐ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☒ YES ☐ NO

If yes, please explain: Holding mail when necessary.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping _____

☑ Personal needs _____

☑ Banking - there is no Bank in Star Junction! _____

☑ Employement _____

☑ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No ☒ Maybe

Name: Tony / Bonita Prull

Address: 884 N Pike Rd Star Junction

Telephone: _____

Date: 2/28/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I find many of these questions unfair to the community being considered.
You also need to include a "yearly" column for the Postal Service section

UNITED STATES POSTAL SERVICE

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03/10/2011

TONY & BONITA BRILL

884 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☑	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☑	☐
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☑ YES ☐ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping Strasburg Food Lion, Martins, Stevens City, Two-A-Tot, Mt. Jackson, Va.

☑ Personal needs Strasburg, Woodstock

☑ Banking Strasburg

☑ Employement Shenandoah County School Bus Driver

☑ Social needs Winchester, Woodstock

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: Eugene (Gene) A. Puthawski

Address: 1605 Paddys Run Rd. Star Tannery, Va. 22654

Telephone: 540-436-3239

Date: March 9, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

As a school bus driver I depend on the Star Tannery Post Office for my postal needs as I live on the Shenandoah/Frederick County line. I've no time between runs to go to Strasburg or Woodstock and when I do - there's no place to park the bus. It's only 6.5 miles to Star Tannery P.O. not the 18-20 miles to Strasburg or Woodstock. Saturdays are not an option as I drive for school activities - so we need to keep Star Tannery Post Office open. Also it's part of small town Americana.

Thank you

Eugene A. Puthawski

UNITED STATES POSTAL SERVICE

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03/10/2011

EUGENE PUTKOWSKI

1605 PADDY'S RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 having to travel to another post office for service and other offices do not have a location that you can park your school bus. 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 STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters N/A	☐	☐	☐	☐
c. Mailing Parcels OCCASIONALLY	☐	☐	☑	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders OCCASIONALLY	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation When Necessary	☐	☐	☐	☐
h. Sending Express Mail OCCASIONALLY	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☑	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Making Copies (USING COPIER)

2. Do you pass 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. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping _____
☑ Personal needs _____
☑ Banking _____
☐ Employement Retired _____
☑ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No Not if there is no Post Office; that is the Business I use

Name: VIRGINIA L. ORNDORFF

Address: 311 PADDY RUN Rd
STAR TANNERY, VA 22654

Telephone: _____

Date: 03-09-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

UNITED STATES POSTAL SERVICE

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03/10/2011

VIRGINIA L. ORNDORFF

311 PADDY RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☒	☐
f. Buying money orders	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: Holding mail when Necessary

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping _____

☑ Personal needs _____

☑ Banking No Local Bank! _____

☑ Employement _____

☑ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No ☒ Maybe

Name: B. Bell

Address: 1301 N Pifer Rd Star Tannery VA 22654

Telephone: N/A

Date: 3-7-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

What about a part-time position?

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UNITED STATES POSTAL SERVICE

03/10/2011

B BRILL

1301 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO. 22
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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☒	☐
e. Pick up general delivery mail	☐	☐	☐	☐
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: THIS P.O. IS FAR MORE ACCESSIBLE FOR PEOPLE OF LIMITED MOBILITY, IN PARTICULAR IT ELIMINATES STANDING/WAITING IN LINE.

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☐ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: SUSAN TENENBAUM

Address: 791 BRILL Rd. 22654

Telephone: 540 929. 0054

Date: 3/5/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

3/7/11

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We are a community that is small in numbers but greatly dispersed in area. Our church, volunteer fire dept./EMF, transfer stateion and post office are the glue that holds us together. A visit to the post office is not a chore to be dreaded (as it so often is in busier venues) but a chance to be met with a calm friendliness too often missing in modern commerce, to get local news (often posted on the bulletin board), and to transact the business that links us to the rest of the world.

My son's business (Speed Demos Archives) recently mailed $470 worth of domestic and international packages from Star Tannery simply to avoid the long lines and impersonal hassle of other stations closer to his business location.

While it is true to the Star Tannery post office serves a relatively small number of households, they are spread over an unusually large georgbraphic area, and this is one of the few points of focus in our small community. Do not take from us something that is at once useful and ccohesive to save only a relatively few dollars.

The calm, efficient quiet of this country station is worth far more to us than mere dollars can convey.

Sincerely,

Susan Levenbaum
821 Bell Rd
Star Tannery VA
22654

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UNITED STATES POSTAL SERVICE®

03/10/2011

SUSAN TENENBAUM

791 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the STAR TANNERY 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 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.

- 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.

If it is determined that a discontinuance of the STAR TANNERY Post Office should be pursued, a formal proposal will be posted in the STAR TANNERY Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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UNITED STATES
POSTAL SERVICE

MEMO TO THE RECORD

DOCKET NUMBER 1383312

March 10, 2010

I was not able to respond to the following four questionnaires because it was returned without a name and / or complete return address.

Dennis E. Voorhees

Dennis E. Voorhees

Post Office Review Coordinator

DOCKET NO. 1383312
ITEM NO. 22
PAGE 1 of 365

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☒ YES ☐ NO

If yes, please explain: Since our mailbox is on the highway, it is too small for parcels. We have to drive to the P.O. to pick them up. Driving to * Strasburg will be not only inconvenient but costly, given the price of gas. For us it will be a 30-mile round trip as opposed to a 9-mile trip.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Strasburg, Stephens City or Winchester

☒ Personal needs see above

☒ Banking see above

☐ Employement NA

☐ Social needs NA

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☒
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☒	☐
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Strasburg
☐ Personal needs
☒ Banking Winchester
☐ Employement
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Don't want to see the Star Tannery P.O. go!!! How about cutting it back on it's open hours, instead?

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Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the STAR TANNERY Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☐	☑
d. Pick up Post Office box mail	☐	☐	☑	☐
e. Pick up general delivery mail	☐	☐	☑	☐
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☑ NO

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☑ NO

If yes, please explain: _____

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3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

5. Do you currently use local businesses in the community?

☑ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☑ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the STAR TANNERY Post Office on 02/09/2011. Additionally, during the survey period, questionnaires were available at the STAR TANNERY Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	386
Favorable to proposal	7
Unfavorable to proposal	8
Expressing no opinon	103
Total questionnaires received	118

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
   No Concern

   Response:

2. Concern (No Opinion):
   Customer expressed a concern about leaving money in the mailbox

   Response:
   You expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two local reports made at the local office within the past year of possible mail theft. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. Concern (No Opinion):
   Customer expressed a concern about leaving movey in the mailbox

   Response:
   You also expressed a concern about leaving mail in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery area. Their records indicate that there has not been any report of mail theft or vandalism in the area.

4. Concern (No Opinion):
   Customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times.

   Response:
   You expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If security is an issue, you can request that packages too large for the mail box and no one is at home to receive them, to be not delivered and arrangements made for delivery for when someone is home.

6. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day.

7. Concern (No Opinion):
   Customer expressed a concern about package delivery

   Response:
   You expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a

customer can call and arrange for delivery on another day. If you have issues with the delivery of packages to your home, you should contact the postmaster of Strasburg at 540 465-4586.

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8. Concern (No Opinion):
Customer expressed a concern about package delivery and pickup

Response:
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

9. Concern (No Opinion):
Customer expressed a concern about the handicap accessibility of the Strasburg Post Office

Response:
You expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not within the purview of the Act. However, the postal service provides alternative services such as • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchases and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities. The nearest accessible post office is located 8 miles away in Maurertown, VA.

10. Concern (No Opinion):
Customer expressed a concern about the length of time it took to receive mail.

Response:
You expressed a concern about the length of time it takes to receive your mail. I have referred your concern to the postmaster of Strasburg. She will monitor your mail in an effort to determine and correct any delays of delivery of your mail.

11. Concern (No Opinion):
Customer expressed concern that the Star Tannery had longer retail hours than the Strasburg Post Office

Response:
You stated that the Star Tannery Post Office has longer retail hours than the Strasburg Post Office. The numbers of hours that the retail windows are open are the same for both offices Monday through Friday. Star Tannery is open an hour longer on Saturdays. The window transactions conducted at the Star Tannery Post Office does not justify the number of hours that they are open. Strasburg has twenty four hour access in their lobby for Post Box Customers.

12. Concern (No Opinion):
Customer felt that a postmaster should be selected with a limited number of years of service to pay less salary

Response:
You suggested that a postmaster should be selected with a limited number of years of service to pay less salary. When postmasters are selected, they are chosen according who is best qualified. Years of service and salary can not be consdieratons during the selection process.

13. Concern (No Opinion):
Customers expressed concern about collection of outgoing mail

Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

14. Concern (No Opinion):
Customers expressed concern about collection of outgoing mail

Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. We will look at the possiblity of locating a collection box in the Star Tannery area.

15. Concern (No Opinion):
Customers expressed concern about having to erect a rural mailbox

Response:
You expressed concern about having to erect a rural mailbox due to vandalism. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Strasburg Post Office but it is located approximately 11.2 miles away.

16. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery Post Office

name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

17. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about keeping your ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

18. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity since you are building a community. 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

19. Concern (No Opinion):
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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

20. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

21. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of your address and ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

22. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the post office being the center of the community and 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

23. Concern (No Opinion):
Customers expressed concern over the dependability of rural route service

Response:
You expressed a concern over the dependability of the rural route carrier. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. If you have any concerns about your carrier, you should contact the postmaster of Strasburg at 540 465-4586.

24. Concern (No Opinion):
Customers felt the post office should remain open since they paid taxes

Response:
You expressed a concern that since the people of your community paid taxes, the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

25. Concern (No Opinion):
Customers felt the route should emanate from Winchester because that office is closer

Response:
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Winchester may be closer for some customers, Strasburg is closer for others.

26. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance

Response:

You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

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27. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance

Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

28. Concern (No Opinion):
Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office

Response:
You stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

29. Concern (No Opinion):
Customers were concerned about having to make an address change on their bank checks and stationery

Response:
You expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Current checks and stationary can be used until it is time to order again.

30. Concern (No Opinion):
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.

31. Concern (No Opinion):
Customers were concerned about mail security

Response:
You expressed a concern about the security of mail and identity theft. 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.

32. Concern (No Opinion):
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.

33. Concern (No Opinion):
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. There are various sizes of mail boxes that are available. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

34. Concern (No Opinion):
Customers were concerned about mailing international packages

Response:
You expressed concern about mailing international packages. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, if you pay the postage by the Click and Ship option, packages weighing over 13 ounces can still be pick up.

35. Concern (No Opinion):
Customers were concerned about obtaining accountable mail and large parcels

Response:
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. I have referred your concern about the carrier not delivering parcels to the postmaster of Strasburg for follow up.

36. Concern (No Opinion):
Customers were concerned about obtaining large parcels

Response:
You expressed a concern about obtaining large parcels since your house is about a mile from your mail box. Large parcels may be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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37. Concern (No Opinion):
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.

38. Concern (No Opinion):
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 roadside mailboxes. 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 Straburg postmaster for more information.

39. Concern (No Opinion):
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 roadside mailboxes. 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 Strasburg postmaster for more information.

40. Concern (No Opinion):
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 roadside mailboxes. 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 Strasburg postmaster for more information. You also expressed concern about having to pay postage to return the questionnaire. The return envelope did not require a stamp. Postage was already paid by a permit imprint in the upper right corner of the envelope. I have attached a stamp for your convenience.

41. Concern (No Opinion):
Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response:
You expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option or to to privatize the postal service.

42. Concern (No Opinion):
Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response:
You expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

43. Concern (No Opinion):
Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response:
You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

44. Concern (No Opinion):
Location of Community Meeting

Response:
You expressed concern about the community meeting being held in Strasburg, VA. The meeting location has been changed to the Star Tannery Volunteer Fire Department.

45. Concern (No Opinion):
No Concern

Response:

46. Concern (No Opinion):
You 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 due to your work schedule. 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.

47. Concern (No Opinion):
You 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 and other offices do not have a location that you can park your school bus. 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.

48. Concern (No Opinion):
You 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.

49. Concern (No Opinion):
You 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. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

50. Concern (UnFavorable):
Customer expressed a concern about leaving money in the mailbox

Response:
You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

51. Concern (UnFavorable):
Customers wanted to know why the customer lines were so long at the adminoffice Post Office

Response:
You expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

52. Concern (UnFavorable):
Customers were concerned about growth in the community

Response:
You expressed a concern about growth in the community. 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.

53. 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.

54. 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 roadside mailboxes. 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 Strasburg postmaster for more information.

Concern (UnFavorable):

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55. No Concern

Response:

56. Concern (UnFavorable):
You 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. The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable):
Customer expressed a concern about nonpostal services

Response:
You expressed a concern about nonpostal services. Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the post office will also be available at the Strasburg Post Office or by contacting your local government agency.

2. Concern (Favorable):
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 roadside mailboxes. 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 Strasburg postmaster for more information.

3. Concern (No Opinion):
Customers expressed concern for loss of community identity

Response:
The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Michael S. Furey, District Manager
Dennis E. Voorhees, Manager Post Office Operations
Jennifer Fauver, Postmaster, Strasburg, VA
Terry Goad, Officer In Charge, Star Tannery, VA

Date: 03/09/2011
Time 7:00 PM

Total Number of Customers Present: 100

Place: Star Tannery Volunteer Fire Department, Star Tannery, VA

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

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/09/11

Time: 7-9PM

Michael S. Furey, District Manager

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
[illegible]	2130 Star Tannery Rd	22654	465-5479
Yvonne Rennee	2130 Star Tannery Rd	22654	465-5619
Earl Schmitt and Stacey	7143 Zepp Rd.,	22654	436-3336
~~Stacey~~ Frank Metzler	7705 Zepp Rd.	22651	
Wesley Rudolph	2360 S. Pifer Rd	22654	465-2644
Joseph Rudolph	2456 S. Pifer Rd	22654	465-4484
Don & Judy Hudson	711 Bowman Mill Rd	22657	465-4989
Bob & Josie Engle	501 Brill Rd,	22654	465-8680
Geraldine and Glen Orndorff	564 Paddys Run Rd Star Tannery	22654	465-3767
Preston Knight	NVD		459-3729
CARLEY DERFLINGER			
Polly & Mick Burkholder	10089 John Marshall Star Tannery Va. Hy		
Ray & Elinor Himelright	458 Himelright Lane Star Tannery VA	22654	465-8838
Rosie B. Brill	458 Himelright Lane Star Tannery VA 22654		465-8838
Glenn Frye	829 Brill Rd	22654	465-5381
Lawrence Tomek	2136 Star Tannery Rd	22654	465-9696
Carol Tomek	" "	"	465-9696
Karen Rawls	154 Apple Valley Rd	22602	
Laurel V. Munk	PO Box 133	22654	—
Denise A. Blake	PO Box 144	22654	678-4351
Martha Havron	PO Box 144	22654	540-465-5405

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/09/11

Time: 7-9PM

Michael S. Furey, District Manager

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
Sandra Helsley	438 Bushy Ridge Dr	22654	465-4966
Steve Helsley	"	"	"
Ronald Hickman	947 Brill Road	22654	465-3047
Bryan + Carolyn Stonesifer	560 Oates RD	22654	465-9759
Ben Morrell	P.O. Box 135	22654	465-1765
Connie Morrell	96 Cecelia St. Toms Brook 22660		
Mike + Lucia Cumpson	132 N. Pifer Rd	22654	877-3089
John + Dotty Kline	344 Paddy's Run Rd	22654	465-3260
Michael Lee & Margaret Nelson	741 Paddy's Run Rd	22654	465.4601
Eugene A. Rutkowski	~~1665~~ 1605 Paddys Run Rd	22654	436-3239
Dave + Louise Seekford	21 Cedar Cr.R.	22654	436-9472
Lennie Mathen	272 Star Tannery Rd	22654	877-1509
Jimmy Johnson	691 Oates Rd	22654	465 5691
Joan Johnson	691 Oates Rd	22654	465 5691
King Family	252 Paddy Run Rd	22654	465-3356
John Lial	221 Tannery Hill	22654	465.1491
Robin Hutchinson	1696 S. Pifer Rd	22654	465-4808
MATTHEW J DONAHUE	367 McILWEE LA	22654	465-5770
Diane Greco	1019 Paddys Run Rd	22654	514-8280
VERNON McILWEE	334 OATES RD.	22654	465-3092
JACKIE McIlwee	334 OATES Rd.	22654	465-3092

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UNITED STATES POSTAL SERVICE

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 03/09/11

Time: 7-9PM

Michael S. Furey, District Manager

Dennis E. Voorhees, Manager Post Office Operations

Jennifer Fauver, Postmaster, Strasburg, VA

Terry Goad, Officer In Charge, Star Tannery, VA

Total Number of Customers Present: _____ Place: Star Tannery Volunteer Fire Department

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
D. Louise Garrett	929 N Pifer Rd Star Tannery	22654	465-2181
John-Elaine Jackson	3006 Cedar Ck Rd Star Tannery	22654	436-3764
Dan-Pat Houston	302 Travis Fund Dr.	22654	465 9715
Mandell Rogers	200 Himelright Lane	22654	465-3149
Virginia Omdorff	311 Paddy Run Rd	22654	465-8483
Kirk & Nancy Little	695 Paddys Run Rd.	22654	465-5037
Jerry Fisher	2085 Star Tanny Rd	22652	465-2598
Jessica Kenyon	1417 N. Pifer Star Tannery Va	22654	465-8461
Gregg Kenyon	1417 N. Pifer Rd Star Tannery Va	22654	465-8461
Rick Foster	Winchester Star		
Jim & Libby Kirk	614 Brocks Ln	22654	436-8531
Billie & William Nicholson	PO Box 123	22654	465-5914

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):
Customer expressed concern about not being able to buy stamps at the post office.

   Response:
The postal service has many alternate access locations where stamps can be purchased other than at the post office. Some of the additional locations include • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

2. Concern (UnFavorable):
Customers expressed a concern about leaving money in the mailbox

   Response:
Customers expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tanney Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two reports to the local office about possible mail theft or vandalism. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. Concern (UnFavorable):
Customers expressed a concern about package delivery and pickup

   Response:
Customers expressed concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

4. Concern (UnFavorable):
Customers asked why their post office was being discontinued while others were retained

   Response:
Customers asked why the Star Tannery post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

5. Concern (UnFavorable):
Customers expressed concern about collection of outgoing mail

   Response:
You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

6. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance

   Response:
Customers questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. Concern (UnFavorable):
Customers expressed concern for those customers with disabilities who are not able to go to the Strasburg Post Office to pick up their mail

   Response:
Customers expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Strasburg postmaster.

8. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

   Response:
Customers expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service

needs of the community in a more cost effective manner.

9. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office.

Response:
Customers stated that they would miss the courteous and friendly service they receive at the Star Tannery Post Office. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

10. Concern (UnFavorable):
Customers stated the customer lines were long at the Strasburg Post Office

Response:
Customers expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

11. Concern (UnFavorable):
Customers expressed concern over the dependability of rural route service

Response:
Customers expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

12. Concern (UnFavorable):
Customer was concerned that the decision has already been made to discontinue the Star Tannery Post Office.

Response:
The decision has not been made to discontinue the Star Tannery Post Office. The community meeting is part of the review process. Feedback from the community meeting will be taken into consideration before a formal proposal is made.

13. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

Response:
Customers 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.

14. Concern (UnFavorable):
Customers were concerned about mail security

Response:
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.

15. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels

Response:
Customers expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

16. Concern (UnFavorable):
Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response:
Customers expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

17. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier

Response:
Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and

Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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 US 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.

Concern (UnFavorable):

18. Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office.

Response:
Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office. The Postal Service currently does not have the ability to undertake these actions. We are working with Congress to pass legislation to give us this ability.

Concern (UnFavorable):

19. Customers felt the postal service should close offices in the urban areas to save more money rather close the Star Tannery Post Office.

Response:
The postal service is reviewing postal facilities in larger cities for consolidation opportunities to save money.

Nonpostal Concerns

1. Concern (Favorable):
Customers were concerned about senior citizens

Response:
Customers 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 roadside mailboxes. 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 Strasburg postmaster for more information.

2. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center

Response:
Meetings may be held at the Star Tannery Volunteer Fire Department. The Volunteer Fire Department can also provide a site for residents to gather, socalize and share information.

3. Concern (UnFavorable):
Customers expressed concern for loss of community identity

Response:
Customers 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 Star Tanney Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. Concern (UnFavorable):
Customers felt the loss of a post office would have a detrimental effect on the business community

Response:
Customers 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 Star Tannery 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.

Petition Protesting the Proposal to Close Star Tannery Post Office
To be Submitted to USPS District Manager by June 13, 2011

We, the customers of Star Tannery Post Office, hereby protest any change in the present status of our Post Office. It is our desire to retain our Post Office at its present status—a United States Post Office operated by career postal employees.

We have many objections to the proposed closure of the Star Tannery Post Office, with replacement by services through the Strasburg Post Office and rural carriers. These objections can be grouped into two categories:

1. The proposal to close is in violation of US law, 39 USC 101(b), which states that "the Postal Service shall provide the maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."
   a. Strasburg Post Office does not provide maximum effective service. There is no handicapped access, no off-street customer parking and extremely limited curbside parking, and there are only 22 post office boxes, inadequate to service the 36 Star Tannery boxholders in addition to the current Strasburg boxholders. The driving distance for 22654 patrons, many of whom live farther from Strasburg than the distance from the Star Tannery Post Office to Strasburg, is an unconscionable waste of gasoline.
   b. Reliance on carrier route service does not provide maximum effective service. There is no secure mail delivery to roadside mailboxes, many of which are more than half a mile from the residence. Locks and slots in the roadside mailboxes do not stop vandalism and theft, which have been a problem in this area. Meeting the carrier to conduct business is very inefficient.
2. The proposal to close is also in violation of 39 USC 401(2), which states that the Postal Service, in making a determination whether or not to close or consolidate a post office, shall consider "the effect of such closing or consolidation on the community served by such post office."
   a. Input from the community on the February 9, 2011 survey has been ignored or deliberately misrepresented—saying that only 7 respondents disagreed with the closure, 8 respondents agreed, and 103 had no opinion. In fact, most of the survey responses were unfavorable comments.
   b. Input from the community at the March 9, 2011 meeting has been ignored or deliberately misrepresented—saying merely that 100 customers attended the meeting with questions. In fact, those attending were extremely vocal in their opposition to the idea of closure.
   c. Impact on the community served by the Star Tannery Post Office has been ignored or deliberately misrepresented—claiming that the number of customers is merely those 36 patrons holding PO boxes. Even though the majority of the 386 households currently receive delivery at a roadside mailbox, these households still depend on the Star Tannery Post Office for effective service. Also, many customers from surrounding zip codes use the Star Tannery Post Office.

We feel that the proposal to close Star Tannery Post Office violates the above-mentioned statutes that govern postal decisions. The Postal Service must find other means to save the $21,988/year estimated from closure.

Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Mylea L. Wade	Mylea L. Wade	905 Coal Mine Rd. Sburg 22657	5/23/11
[illegible]	Donald K. Houston	115 Speedman Lane Strasburg 22657	5/23/11
[illegible]	BARBARA HAMM	6836 JOHN MARSHALL LEBANON CH	5-23-11 22641
[illegible]	Tim Freeman	423 Fromans Rd. 22602	5/23-11
Kelly Wixson	Kelly Wixson	200 Timberline Ridge Rd. ST	5/23/11
Marvin Clem	MARVIN CLEM	486 GERLANE	5-23-11
Sharon Colgan	Sharon Colgan	2478 Turkey Run Rd 22654	5/23/11
[illegible]	TEDDY SMOOT	2376 TURKEY RUN RD	5/23/11
[illegible]	MERLIN KELLER	16 Laurel Hillan Aq	5/23/11
[illegible]	Christopher Gabriel	Zapon Lodge	5/23/11
Charles Bailey	CHARLES BAILEY	199 HUMMINGBIRD LN STAR TANNERY	5/23/11
Michele Sampson	Michele Sampson	1563 Spifer Road	5/24/11
Emma Bauman	Emma Bauman	6578 Zapp Rd 22444	5/24/11
[illegible]	Chris Miller	4297 Cedar Creek Rd. 22654	5/24/11
Donna Gates	Donna Gates	5093 John Marshall Hwy	5-24-11
Steven Helsley	Steve Helsley	438 Bushey Ridge Star Tannery	5-24-11
Dan Budtley	Dan Budtley	2771 N Mountain Rd	5-24-11
Mike Baughman	MIKE BAUGHMAN	21 Little North Lane	5-24-11
Mark Darnell	MARK DARNELL	1005 Mack Mt Rd	5-24/11
Barbara Himelright	Brabara Himelright	33 Coal Mine Rd	5/24/11
LISA VIANDS	LISA VIANDS	32 Little North LN.	5/24/11
Seldon Conley	Seldon Conley	262 HAFTMOON LN STAR TAN	5/24/11
[illegible]	ALAN GRAY	340 Hunt Club Mountain	5-24-11
[illegible]	Jim Hagan	141 Trail End Dr. Star Tannery	5-25-11
Harry Michael	Harry Michael	15 Williams Lane Lebanon Church	5-25-11
Billy Rudolph	Billy Rudolph	Star Tannery	5-25
Tina Anderson	Tina Anderson	4383 Turkey Run Rd Star Tannery	6-4
C. L. Brady	CASSIE BRAD,	26 FAIRMONT LN STAR TANNERY	6-4
Charles S. Payne Jr	CHARLE S. PAYNE Jr	26 FAIRMONT LN S. TANNERY	6-4

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Laurel V. Munk	LAUREL V MUNK	PO BOX 133 22654	5/16/11
Larry McMunn	LARRY MCMUNN	158 22654	5/16/11
Robert M Bahn	Robert Bahn	2523 Gravel Springs 22654	5/16/11
Amanda Bennett	Amanda Bennett	2523 Apt. B Gravel Springs R. 22654	5/16/11
Diane Ewing	Diane Ewing	225 Bushy Ridge Dr 22654	5/16/11
Diane Jackson	Diane Jackson	515 Wardensville Pike	5/16/11
James Rothbaugh	James Rothbaugh	631 Bowcott Hill	5/16/11
Kathy Bahrt	Kathy Bahrt	2523 Gravel Springs Rd 22654	5/16/11
Brandon Renner	Brandon Renner	P.O. Box 172	5/16/11
Michael Montgomery	MICHAEL MONTGOMERY	1569 S. PIFER RD	5/16/11
Deayne madigan	Deayne madigan	391 Brill Rd Star Tannery 22654	5/16/11
Valerie Cirko	Valerie Cirko	106 Buffalo Tr Winchester	5/17/11
Diane Rudolph	Diane Rudolph	44 Rudolph Lane	5/17/11
Robin A. Hutchinson	Robin A. Hutchinson	1696 South Pifer Rd., Star Tannery, VA	5/17/11
Ronald Nuckman	Ronald Nuckman	947 Bell Road Star Tannery	5-17-11
Evelyn Nuckman	Evelyn Nuckman	" " " " "	5-17-11
Linda & Ray Sibert	Linda & Ray Sibert	9186 Zepp Rd. Star Tannery VA	5-17-11
Earl Bill	Earl Bill	113 Duck Run Ln Star Tannery	5/17/11
Helen Keller	Helen Keller	113 Duck Run Ln Star Tannery	5/17/11
James Hayes	James Hayes	141 Trails End Drive Stattanna	5/17/11
Darlene Pitcock	DARLENE PITCOCK	384 ZEPP ROAD STAR TANNERY VA	5/17/11
Charles J Reynolds	Charles J Reynolds	358 Bushy Ridge Drive	5-18-11
Angel Underdonk	ANGEL UNDERDONK	91 LOWER VIW RD STRASBURG	5-18-11
Willie Adams	Willie Adams	172 Lookout View Rd Strasburg	5-18-11
Jeff Madigan	JEFF MADIGAN	2523 Gravel Spring Star Tannery	5-18-11
Amanda Bennett	Amanda Bennett	2523 B Gravel Sp. Rd	5-18-11

Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Anna Bowley	ANNA BOWLEY	9266 ZEPP RD 22654	5-23-11
Terry Strozide	Terry Strozide	2465 Gravel Springs Rd. 22654	5-28-11
Lisa Strozide	Lisa Strozide	2465 Gravel Springs Rd. 22654	5-28-11
Gatlin Strozide	Gatlin Strozide	2465 Gravel Springs Rd. 22654	5-28-11
Linda Littleton	Linda Littleton	6341 Wardensville Grade 22654	5-31-11
Raymond Littleton	Ray Littleton	6341 Wardensville Grade 22654	5-31-11
Marjorie Dodd	MARJORIE DODD	4261 Cedar Creek Rd 22654	6-1-11
R W Dodd	R.W. Dodd	" " " "	"
Kirk Little	Kirk Little	695 Paddys Run Rd. 22654	6-1-11
Nancy Little	Nancy Little	695 Paddys Run Rd 22654	6-1-11
John W. Kline	John W. Kline	344 Paddy's Run Rd 22654	6-1-11
Casey Kenyon	Casey Kenyon	1417 N. Pifer Rd. Star Tannery	6-1-11
Teresa Kenyon	Teresa Kenyon	" "	6-1-11
Gregory Kenyon	Gregory Kenyon	" "	6-1-11
Eric Call	Eric Call	1421 N. Pifer Rd Star Tannery	6-1-11
Kara Kenyon	Kara Kenyon	1421 N. Pifer Rd Star Tannery	6-1-11
Bryan D. Stanley	BRYAN D. STANLEY	560 Pifer Rd Star Tannery	6-1-11
C. Stones	C. STONESIFER	" " "	6-1-11
M. Stones	M. STONESIFER	" " "	6-1-11
Walt McClean	WALT MCCLEAN	461 STAR TANNERY ROAD	6-1-11
Gisela McClean	GISELA MCCLEAN	461 STAR TANNERY ROAD	1-6-11
Richard H. Van Meter	Richard H. Van Meter	152 Redland Lane	6-1-11
R. H. Van Norton	Richard Van Norton	452 Paddys Run Rd 22654	6-1-11
Ray R. Himelright	Ray R Himelright	458 Himelright	6-1-11
Elinor Himelright	"	" "	6-1-11
Josie Engle	Josie Engle	501 Brill Rd, Star Tannery	6-1-11

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
	Gail Tefft	102 Helsley Hts Strasburg 22657	5/18/11
	Ann Fleet	113 Helsley Hts Strasburg, VA 22657	5/20/11
	Hazel Morrell	808 Hummingbird Lane Star Tannery, VA 22654	5/20/11
	Susan Whetzel	50 Helsley Hts Strasburg VA 22657	5/20/11
	Brian Whetzel	50 Helsley Hts Strasburg VA 22657	5/20/11
	Kaye Hausmann	520 Hummingbird Ln Star Tannery VA 22654	5/20/11
	Ben Morrell	801 Hummingbird Lane Star Tannery, VA 22654	5/21/11
Elizabeth Newman	Elizabeth Newman	404 Rose Lane Strasburg VA 22657	5/21/11
	Riley Wilson	173 Helsley Hts Strasburg VA 22657	5/21/11
	Traci Hackman	691 Cottontown Rd. Strasburg, VA 22657	5/22/11
	Mike Weaver	100 Dogwood Cir Star Tannery	5/22/11
	Kathryn Mayberry	1023 Hummingbird Ln Star Tannery, VA	5/22/11
	Daniel Morton	188 Hummingbird Ln Star Tannery VA	5/22/11
	Lori Morton	188 Hummingbird Ln Star Tannery	5/28/11
	Craig Morton	"	
	John Hausmann	520 Hummingbird Lane Star Tannery	5/28/11
	Rosie B. Bill	458 Hinelight Ln. Star Tannery	
	Shirley A. Bill	458 Bill's Rd Star Tannery	
	Eugene H. Puttkowski	1605 Paddys Run Rd. Star Tannery 22654	6-1-11
	ALLAN J. SALYM	8547-ZERAP RD STAR TANNERY	6-1-11
	James Maidens	188 Ruth Hunter Ln Middletown	6/1/11
	VAL. ORNDORFF	311 PADDY'S RUN RD. 22654	6/1/11
	Anne Repaske	570 Paddys Cove Ln Star Tannery	6/1/11
	Earl Williams	8583 John Marshall Hwy 22641	6/1/11
	Judith Wilder	362 W. King St Strasburg POSTMASTER-RETIRED	6/1/11
	Lynn Oliver	485 Bushy Ridge Dr. Star Tannery	6-1-11

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Signature	Name (Printed)	Street Address and Zip Code	Date
Cheryl Gregy	Cheryl Gregy	962 Wardensville Pike	5-31-11
Tammy Gregy	[illegible]	" Star Tannery "	"
Kylie LaShaw	Kylie LaShaw	255 Brill Rd Star Tannery 22654	"
Tonya Womble	Tonya Womble	297 Walden Circle	5-31-11
Rachel Smith	RACHEL SMITH	267 Bushy Ridge Dr. Star Tannery	6-1-11
Gary Samples	GARY SAMPLES	267 Bushy Ridge Dr. Star Tannery	6-1-11
Adam Maier	ADAM MAIER	1645 SUGAR HILL RD. ZEP	6-1-11
Joanne Hass	JOANNE HASS	16114 BACK RD 22657	6/1/11
Elaine Williams	ELAINE WILLIAMS	8829 John Mtn. Hy 22641	6/1/11
John & Cooper	[illegible]	126 Heavens Tree Trail 22654	6-1-11
[illegible]	GLORIA J ROBINSON	17242 BACK RD Strasburg VA	6-1
Robin Ravenscroft	Robin Ravenscroft	643 Allegheny Circle, Wood. VA	6-1
Carol Kagur	Carol Kagur	384 Lindamood LN Lebanon Church VA	6-1-11
Jessica Mansfield	Jessica Mansfield	184 Hummingbird Vn Star Tannery	6-1-11
Stephen T. Chadwell	Stephen T. Chadwell	P.O. Box 550 Middletown Va 22645	6-1-11
Andy Keeler	Andy Keeler	674 Brocks Ln. Star Tannery	6-2-11
Stephanie Keeler	Stephanie Keeler	674 Brocks Ln Star Tannery	6/2/11
Ethan Keeler	Ethan Keeler	674 Brocks Ln Star Tannery	6/2/11
Shalyn Keeler	Shalyn Keeler	674 Brocks Ln Star Tannery	6/2/11
M L Poole	Marianne L. Poole	6421 Wardensville Gr, Star Tannery	6/2/11
Doug Dudish	Doug Dudish	HC87 Box 239 Yellow Springs VA	6/2/11
Serena Cline	Serena Cline	35 Laurel St Wardensville WV	6-3-11
Ariel Canaday	[illegible]	307 Kassie Lane Winchester, VA	6/3/11
[illegible]	Leira McFarland	212 Bedford Pl Stephens City VA	6/3/11
Maxine Caperton	MAXINE CAPERTON	1429 Coal Mine Rd, Strasburg	6/3/11
Roger Manuel	ROGER MANUEL	200 ISAAC ST WARDENSVILLE WV	6-3-11
Sara Anderson	Sara Anderson	8 Strasburg, Va	6/3/11
Nicholas Freeman	Nicholas Freeman	423 Froman's Road Winchester, VA	6/4/11
Whitney Michael	Whitney Michael	15 Williams Lane, Lebanon Church	6/4/11
Katie Brill	Katie Brill	884 N. Pifer Rd., Star Tannery	6/4/11
Bonita Brill	Bonita Brill	884 N. Pifer RD Star Tannery	6/4/11
Tony Brill	Tony Brill	884 N. Pifer RD Star Tannery	6/4/11
Kevin Brill	Kevin Brill	1301 N Pifer RD Star Tannery	6/4/11

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Signature	Name (Printed)	Street Address and Zip Code	Date
[illegible]	[illegible]	Winchester VA	5/25/11
Becca Jenson	Becca Jenson	1563 S Pifer Road	5/25/11
John A Sampson	John Sampson	1563 S Pifer Road	5/25/11
John A Sampson	John Sampson	1563 S Pifer Road	5/25/11
John G Sampson	John G Sampson	1563 S Pifer Road	5/25/11
Cheryl Smith	Cheryl Smith	6392 Zepp Road 22644	5/25/11
Roxanne Ward	Roxanne Ward	598 Indian Run 22657	5/27/11
Betty Oates	BETTY OATES	188 COAL MINE RD STRASBURG VA	5/27/11
Kristin Bennett		1537 Coal Mine Rd. Strasburg	5/27/11
Kurt Bennett			
Justin Staggs	Justin Staggs	74 Rolling Rock Rd Star Tannery	5/27/11
Mike Cl	Mike Cl	744 Mile Ridge St.	5/27/11
[illegible]	Brent Horton	183 Oxcom Dr	5/27/11
Nancy Crissy	NANCY CRISSY	7696 ZEPP RD.	5/27/11
[illegible]	David Davis	2070 S. Pifer Rd	5/27/11
[illegible]	JIM COSTELLO	324 GAP RD.	5/27/11
Brenda Copeland	Brenda Copeland	Strasburg Va.	5/28/11
Holly Macdonald		Star Tannery	5/30/11
Kathy Turner	Kathy Turner	3104 Trout Run Wardensville	5/30/11
Wayne Moss	WAYNE MOSS	1067 COTTONTOWN RD.	5/30/11
Ronnie Brown	Ronnie Brown	163 Speelman Lane	5-30-11
[illegible]	Levi Hook	9551 ZEPP RD	5/30/11
[illegible]	Robert Teter	221 Sand Field Wardensville	5-30-11
Diane Rahn	Diane Rahn	184 Star Tannery Rd. Star Tannery	5-30-11
[illegible]	James Hagan	141 Trails End Drive Hartman	5-31-11
[illegible]	Vill Radford	1505 Cottontown Rd Strasburg V	5-31-11
Madge E. Keeler	Madge E Keeler	614 Brock Lane Star Tannery	5-31-11
James H. Keeler	James H. Keeler	614 Brock Lane Star Tannery	5/31/11
William Nicholson	WILLIAM NICHOLSON SR	6784 STAR TANNERY WARDENSVILLE GRADE VA 22654	5/31/11
Martin Haley	Martin Haley	887 Indian Rn Lane Strasburg VA	5-31-11

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Signature	Name (Printed)	Street Address and Zip Code	Date
	Michael Brooks	4365 Cedar Creek Road) 22654	6/5/2011
	Lisa Brooks	4365 Cedar Creek Rd 22654	6/5/2011
	Michele House	4246 Cedar Creek Rd 22654	6.5.11
	Charles House	4246 Cedar Creek Rd 22654	6.5.11
	C. Baron Faust	4267 Cedar Creek Rd 22654	6/6/11
	Mike Anthony	4297 Cedar Creek Rd	6/6/11
	Margaret Yentzer	997 Brill Rd 22654	6-12-11
	Glen Orndorff	564 Paddy's Run Rd Star Tannery VA 22654	6-12-11
	Geraldine Orndorff	564 Paddy's Run Rd STAR TANNERY 22654	6-12-11
	Wilma Hottle	564 Paddy's Run Rd STAR TANNERY 22654	6-12-11
	ROB GARCHA	2311 LAUREL GROVE RD WINC. VA 22654	5/17/11
	Mike Johnson	403 ~~Stephs~~ West moreland DR Stephscity VA 22655	5/17/11
	K & Gardner	477 Stover Ave, #J, Strasburg, VA 22657	5/17/11
	Carmela Gardner	477 Stover Ave, #J, Strasburg, VA 22657	5/17/11
	MILLIE MILLER	2456 JOHN MARSHAL HWY, STRAS. 22657	5/18/11
	Denise Hahn	204 Hawk Trail Winchester VA 22602	5/18/2011
	Dugan Hahn	204 Hawk Trail Winchester VA 22602	5/18/11
	Rusty Atkins	R+1 Box 220 High View	5/18/11
		604 Heishman Lane Winchester 22602	5/18/11
	Cheryl B Andrews	4404 Bush Lane Covington VA 24426	5-18-11
	KEITH BRILL	444 VAN BUREN Rd MARTINSBURG WV	5-18-11
	Bob Ross	PO STRASBURG V	5-18-11
	Jerry Fishel	Star Tannery VA	5/18/11
	Allen Shiflett	Wardensville WV	5 18 11
	Gordon Brauserman	Zepp	5/18/11
	JIM JOHNSTON	STAR TANNERY VA	5/18/11
	Jamie Ritter	Mt. Falls VA	5/18/11
	Teresa Dyles	Star Tannery VA	5/18/11
	Amanda Surrent	Star Tannery VA	5-18-11
	Greg Slater	Star Tannery VA	5-18-11
	CECIL HINES	4285 BACK MOUNTAIN RD	5/19/11

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Signature	Name (Printed)	Street Address and Zip Code	Date
D. Smith	Dawnette Smith	4860 Wardensville grade Winchester VA 22602	5-18-11
Dennis Brill	Dennis Brill	450 BRILL ROAD STAR TANNERY VA 22654	5-18-11
John Jackson	John Jackson	3006 Cedar Creek Star Tannery 22654	5-18-11
Mike Cooper	MIKE COOPER	465 STAR TANNERY	5-18-11
Christina Aleen	Christina Aleen	935 Brill rd Star Tannery VA 22654	5/18/11
Roxy Ward	Roxy Ward	598 Indian Run Rd.	5/18/11
T. Wayland Boaz	T. WAYLAND BOAZ	Star Tannery, VA	5/18/11
Clandea R Boaz	CLANDEA R. BOAZ	Star Tannery VA	5/18/11
Darrell Copeland	Darrell Copeland	STAR TANNERY VA	5-18-11
Debbie Heltzel	Debbie Heltzel	Star Tannery VA	5-18-11
Brian Heltzel	Brian Heltzel	Star Tannery VA	5-18-11
Charlotte Vance	CHARLOTTE VANCE	STAR TANNERY VA	5-18-11
JOHN FRANCIS		PUG MILL LN STAR TANNERY VA	5-19-11
Alberto Salcedo	Alberto Salcedo II	1544 Star Tannery Rd Star Tannery VA	5-19-11
Wm. H Richard	Wm. H RICHARD	241 N. Piter Rd Star Tannery VA	5/19/11
Dennis Combs	Dennis Combs	5058 Back Mountain Rd	5-19-11
	Michael Smith	4860 Wardensville gr. Winchester VA 22602	5-19-11
	ELIZABETH EDWARDS	997 BRILL RD STAR TANNERY, VA 22654	5/19/11
Matthew White	Matthew White	997 Brill Rd Star Tannery, VA 22654	5/19/11
Sandra Hamlight	Sandra Hamlight	338 Hamlight Ln Star Tannery VA 22654	5-19-11
A.J. Madigan	Anthony Madigan	2011 Star Tannery Rd Star Tannery VA	5/20/11
Matt Miller	Matt Miller	1595 Cedar Creek Rd. Star Tannery VA	5/20/11
Matt Donahue	MATT DONAHUE	369 McILWEE LN STAR TANNERY VA	5-20-11
Lynn Wyman	LYNN WYMAN	1648 STAR TANNERY RD.	5-20-11
Ann Penwell	ANN Penwell	1101 Oates Rd. Star Tannery	5-20-11
Gilbert Penwell	Gilbert Penwell	1101 Oates Rd Star Tannery	5-20-11
Marty Penwell	Marty Penwell	1101 Oates Rd Star Tannery	5-20-11
Mickey Rearick	Mickey Rearick	2610 Grand Spring Rd Star Tannery	5-21-11
Travis Riley	Travis Riley	307 Fox Run Ln Winchester	5-31-11
Becky Boyce	Becky Boyce	1988 Star Tannery Rd	5/21/11

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Signature	Name (Printed)	Street Address and Zip Code	Date
Shirley McIlwee	Shirley McIlwee	158 Oates Rd Star Tannery	5-22-11
Melinda Dove	Melinda Dove	19805 Pifer Rd Star Tannery	5-22-11
Dorothy Hamman	Dorothy Hamman	8724 John Marshall Hwy Star Tannery	5-22-11
Terry Sisk	Terry Sisk	2432 Star Tannery	5-22-11
Sharon Utterback	Sharon Utterback	2432 Star Tannery	5-22-11
Dan Monahan	DAN Monahan	5793 Wardensville Gr.	5-22-11
[illegible]	Frank Meitzer	7705 Zepp Rd	5-22-11
William Hottle	William Hottle	515 Wardville pike	5-24-11
John Foreman	John Foreman	9457 Zepp Rd. Star tannery	5-24-11
[illegible]	Brian Shifflett	2561 Gravel Springs RD	5-25-11
DJ Fodeley	DJ Fodeley	358 Bushy Ridge Dr	5-25-11
Robyn L Hottle	Robyn Hottle	224 Little North LN	5-25-11
Robert Hoffman	ROBERT HOFFMAN	Box 65	5-25-11
MARY Hoffman	MARY HOFFMAN	Box 65	5-25-11
Ray Figgins	Ray Figgins	3118 Cedar Creek Road	5-26-11
[illegible] Figgins	Linda Figgins	3118 Cedar Creek Road	5-26-11
Thelma Madigan	Thelma Madigan	427 Oates Rd.	5/27/11
Marshall Madigan	Marshall Madigan	" "	5/27-11
Charles Vance	CHARLE VANCE	171 OATS RD STARTANNERY	5/28/11
Wilma JoVance	Wilma JoVance	171 Oates Rd. Star Tannery	5-28-11
Ron Yentzer	RON YENTZER	997 BRILL RD	5-28-11
Dottie Kline	Dottie Kline	344 Paddy's Run Rd. Star Tannery	5-28-11
Jenny Penwell	JENNY PENWELL	1101 OATES RD STARTANNERY VA	5-28-11
Valerie Madigan	Valerie Madigan	2071 Star Tannery Rd Star Tannery	540-465-8782
Patricia Brill	Patricia Brill	2431 Wardensville Pike Star Tannery	540-465-4752
Nicole Brill	Nicole Brill	2431 Wardensville Pike Star Tannery	540-532-0618
Taylor Brill	Taylor Brill	2431 " "	"
Jeannie Hamman	JEANNIE HAMMAN	265 Fox Den Rd. Strasburg VA	5-29-11
Rachel Smith	RACHEL SMITH	267 Bushy Ridge Dr. Star Tannery	6-1-11
Gary D Samples	GARY SAMPLES	267 Bushy Ridge Dr. Star Tannery	6-1-11

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Signature	Name (Printed)	Street Address and Zip Code	Date
Dave Stegmaier	David D. Stegmaier	117 Keswick Ct., Winchester 22602	6/1/11
Jolee Loveland Ld	JOLEE LOVELAND LNW	221 TANNERY HILLS LN	6/1/11
John W. Linl	JOHN W. LINL	221 STAR TANNERY VA 22654 TANNERY HILLS LN STAR TANNERY VA	6/1/11
Dennis Brill	Dennis Brill	450 Brill's Rd Star Tannery	6/1/11
Peggy Lafollette	Peggy Lafollette	↓	6/1/11
Raymond Brill	Raymond Brill	↓	
Mardell Rogers	Mardell Rogers	200 Himelright Ln. Star Tannery	6/1/11
Shawn Graber	Shawn Graber	220 TANNERY HILLS LANE ST. VA 22654	6/2/11
[illegible]	Millefsher	386 Va St Strasburg	6/3/11
Brenda Hoyt	BRENDA HOYT	PO BOX 122 STAR TANNERY VA	6/4/11
Dan Rivera	Dan Rivera	207 Bobcat lane	6/4/11
John T. Funkhouser	J. T. Funkhouser	224 LITTLE NORTH LAN	6/4/11
Claudia Alderman	Claudia Alderman	665 Cedar Creek Rd Start.	6/4/11
Harold Alderman	[illegible]	665 Cedar Creek Rd Start.	"
KATHY KEHOE	Kathy Kehoe	117 DOWER LN. STRASBURG VA	6-5-11
Tina Miller	TINA MILLER	542 GROUSE DR. WINC. VA	6-5-11
[illegible]	Leonard Sukman	360 Timber Line Ridge Rd 22654	6-5-11
[illegible]	ALAN FERRELL	2057 LAUREL GROVE RD	6-7-11
Charles Thayer	Charles Thayer	93 MOORES FORD RD STRASBURG VA	6-7-11
Shirley L. Thayer	Shirley Thayer	93 Moores Ford Strasburg VA	6-7-11
[illegible]	Jason Lowery	7392 John Marshall Hwy	6/7/11
Susan Tenenbaum	SUSAN TENENBAUM	791 Brill Rd 22654	6/9
[illegible]	ROBERT GODLOVE	9436 John Hwy	6-9-11
Mary McKechnie	Mary McKechnie Hawkes	1053 Indian Rock Rd 22641	6/9/11
Wendy Staggs	Wendy Staggs	74 Rolling Rock Rd. 22654	6/10/11
Mardell Rogers	Mardell Rogers	200 Himelright Lane 22654	6/10/11 dupl

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ITEM NO 27
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Denise Knox	Denise Knox	251 Heishman La, Winchester, VA	5/19/11
Michael Courtenay	Michael Courtenay	4989 Wardensville Grade	5/20/11
Jeff Cassell	Jeff Cassell	8050 John Marshall Highway	5-20-11
Dale W. Drummond	DALE W. DRUMMOND	40 LAUREL HILL LEBANON CHURCH	5-20-11
Tammy Lewis	Tammy Lewis	40 Laurel Hill Lebanon Ch	5-20-11
Signature	**Name (Printed)**	**Street Address and Zip Code**	**Date**
Debbie Sanford	DEBBIE SANFORD	1315 CEDAR CREEK RD.	5/19/2011
MIKE COOK	Mike Cook	STAR TANNERY VA	
Reta Yoder	RETA YODER	1135 Sulphur Spring Rd Middletown	5/27-11
Roger Brooks	ROGER BROOKS	Star Tannery	6/1/11
Von R. Himelright	Von R. Himelright	338 Himelright Ln, Star Tannery	6/11/11
Dwight W Hinshaw	DWIGHT W HINSHAW	33 Coal Mine Road Strasburg	6/11/11
Max R. Benner	MAX R. BENNER	3130 STAR TANNERY RD STAR TANNERY VA	6/11/11
Virginia K Fitchett	Virginia K Fitchett	205 Colley Ridge RD Strasburg VA 22657	06/12/11
Edgar A Fitchett	Edgar A. Fitchett	205 Colley Ridge RD Strasburg VA 22657	06/12/11
Signature	**Name (Printed)**	**Street Address and Zip Code**	**Date**
Mike Poole	Mike Poole	6421 Wardensville Gap 22654	6/4/11
Mick King	Mick King	252 Paddy Run Rd 22654	6/5/11
Pat King	Pat King	252 Paddy Run Rd 22654	6/5/11
Elsie King	Elsie King	252 Paddy Run Rd 22654	6/5/11
Dennis Metz	Dennis Metz	1641 Cedar Grove Church	6/5/11
James A. Ritter	JAMES A. RITTER	4925 BACK MTN RD	6-9-11
James Stout	JAMES STOUT	1624 STAR TANNERY RD	6-9-11
Anthony Madigan	Anthony Madigan JR	2011 Star Tannery Rd	6-11-11 dupl

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Signature	Name (Printed)	Street Address and Zip Code	Date
[illegible]	Leonard E. Jitken	3086 Cedar Ck. Rd	06/01/2011
[illegible]	Jordan Oliver	485 Bushy Ridge Dr	06/01/2011
[illegible]	James C Steele	1968 Dixie Lane	06/1/2011
Dennis Morris			
[illegible]	Dennis M Morris	Tons Brell VA BOS	6/1/11
[illegible]	Garth G. Yarnall	3184 Turkey Run Rd	6/4/11
[illegible]	John M Miller	610 Hummingbird Ln	6/10/11
[illegible]	Linda Peristein	610 Hummingbird Ln	6/10/11
[illegible]	Eleanor Vanden Heuvel	610 Hummingbird Ln	6/10/11
[illegible]	Terrence McCall	360 Timber Cove Ridge Rd - 22654	6/12/11

FRANK R. WOLF
10TH DISTRICT, VIRGINIA

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:
RANKING MEMBER—COMMERCE-JUSTICE-SCIENCE
TRANSPORTATION-HUD

CO-CHAIR—TOM LANTOS
HUMAN RIGHTS COMMISSION

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ITEM NO 28
PAGE 1

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WASHINGTON, DC 20515-4610
(202) 225-5136

13873 PARK CENTER ROAD
SUITE 130
HERNDON, VA 20171
(703) 709-5800
(800) 945-9653 (IN STATE)

110 NORTH CAMERON STREET
WINCHESTER, VA 22601
(540) 667-0990
(800) 850-3463 (IN STATE)

wolf.house.gov

Congress of the United States
House of Representatives

February 4, 2011

* SUSPENSE ITEM *
DISTRICT MANAGER, CS&S
SUSPENSE NO. 1971 DUE DATE 2/17/11

Mr. Mike Furey
District Manager
United States Postal Service, Merrifield
8409 Lee Hwy
Merrifield VA 22081

Dear Mr. Furey:

I have enclosed a letter which I received from one of my constituents, Wesley Rudolph, regarding a matter under your department's jurisdiction.

I would appreciate it if you would review the enclosed correspondence and address the issues it discusses. It would be helpful if you would address your response to me, to the attention of my staff assistant, Judy McCary at my Herndon office.

Thank you for your time and courtesy in being attentive to the concerns of my constituent.

With kind regards,

Best wishes.

Sincerely,

Frank R. Wolf
Member of Congress

FRW:doi2

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RECEIVED JAN 31 2011

Star Tannery History

Capturing the Heritage of the Upper Cedar Creek Valley of Virginia
Wesley Rudolph
2360 S. Pifer Rd., Star Tannery VA 22654
Phone (540) 465-2644 E-mail: startanneryhistory@yahoo.com

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ITEM NO 28
PAGE 2

January 11, 2011

JAN 28 2011

Mr. Frank Wolf
110 N. Cameron St
Winchester VA 22601

Dear Mr. Wolf:

I am contacting you to see if you can be of assistance in a pending decision concerning our community. Knowing that the U.S. Postal Service is a federally mandated agency, it has recently come to our attention that our post office is on or quickly on the way to the proverbial chopping block.

I am a local historian and am in the process of writing the history of the Upper Cedar Creek Valley. I have enclosed a copy of the chapter of my book on the area entitled "Post Offices of the Upper Cedar Creek Valley". The earliest post office in this area was Paddys Mills established in 1851. There have been four post offices in the area serving our residents over the last 160 plus years: Paddys Mills, Zepp, Gravel Spring and Star Tannery. The only one open today is Star Tannery as all of the other offices were discontinued many years ago.

We are a community very proud to still have our local post office. It is one of the few ties we have to our history and the only reach of government that our community has. The name of the community derived from the operation of a small tan yard and in 1868 the tannery was acquired by Thomas Cover and became a thriving enterprise under the name The Star Tannery. In the offices of that tan yard would be the first location of the Star Tannery Post Office. This gives our post office great meaning to each and every one of us.

In these trying economic times we realize as we individually cut expenses and adjust our lives to cope with changes, so must the government as well. I cannot, however, understand that our post office is the only way that money can be trimmed from the postal budget. Even though

the ties to our community's roots have no financial weight, I hope someone will find it just and honorable to consider those ties and give them thoughtful consideration.

Thank you for your time and consideration in this matter. Any help you can provide will be greatly appreciated.

Sincerely,

Wesley Rudolph

Wesley Rudolph
Star Tannery History
Vice-President of Star Tannery Preservation Association
2360 S. Pifer Rd
Star Tannery Va. 22654

/wr
Enclosure: 1

Post Offices of the Upper Cedar Creek Valley

Star Tannery 1872— Current

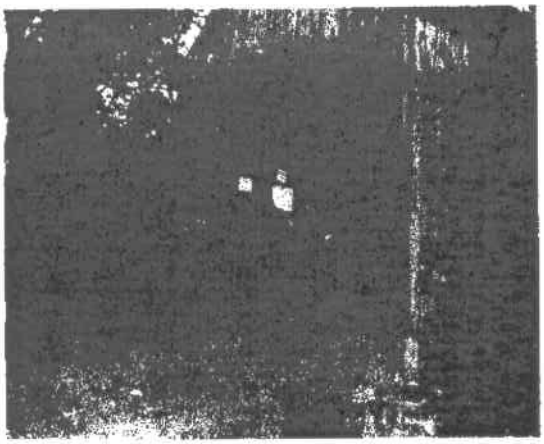
Star Tannery assigned Zip Code 22654 is the only one of the 4 post offices to serve this valley still in operation today. The Star Tannery post office was established July 1, 1872 with Mr. Watson C. Cooper as Postmaster. The location of the original office was at The Star Tannery, Mr. Thomas Cover Proprietor. There was no village population listed however the office was to serve approximately 500 Patrons with mail to be supplied six days per week. Upon the closing of the office it was moved to a small shed on the opposite side of the first legally recorded location. This first recorded location was described as three miles northeast of Gravel Spring and one fourth mile west of Cedar Creek. The small shed was demolished years ago this listed legal location survives today although in a dilapidated condition. The postal portion of the building is about twelve feet by eight feet with two windows using solid wood shutters and an interior door. There is a counter built of rough wood approximately 6 feet in length and 30 inched wide, the postal window is a wooden door about 8in. by 10in. This location served from 1898 until 1923.

In 1923 Hesler Himelright made a request to move the office one fourth mile south of the current location of the time, request was made due to the retirement of the current postmaster. Approximately 60 patrons lived within a mile radius of the request office location. This office was in a building along the road in front of Mr. Himelright's home. This building would not only serve as the Post Office but also a store and even at one time in another part of the building a beer joint. The Post office remains in this building today, although the building has been remodeled several times. The main remodel happened in the mid 1980's when the lobby was changed to offer handicapped access. The post office is the only remaining form of government and only official building in our community.

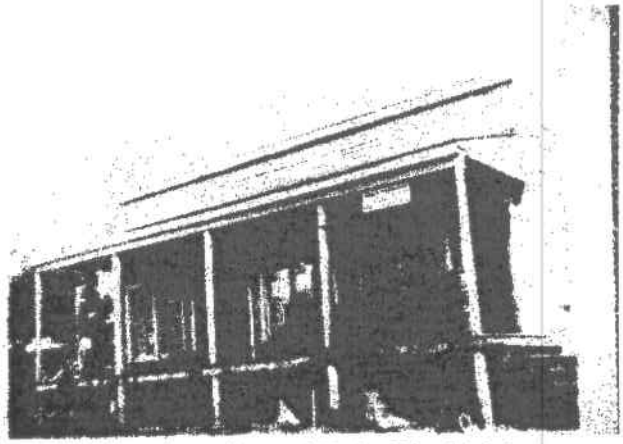
Post masters at Star Tannery

Postmaster	**Date of Appointment**
Watson C. Cooper	July 19, 1872
Edwin H. Zepp	August 15, 1882
Watson C. Cooper	November 19, 1885
Emma C. Cooper	December 10, 1897
Guy L. Brill	June 6, 1908
Daisy Orndorff	June 27, 1910
Hesler Himelright	April 28, 1923
Edna Everett, Acting	December 6, 1960
Edna H. Everett	June 8, 1961
Glen McDonald	July 2, 1983 OIC
Randall Painter	September 3 1983
Kenneth M. Orndorff Jr.	May 25, 1988 OIC
Joyce S. Carpenter	November 19, 1988
Loleta L. Stickler	July 21, 1999 OIC
Teresa H. Pearson	September 25, 1999
Elizabeth Helsley	December 28, 2005 OIC
Judith M. Wilder	February 18, 2006
Elizabeth Helsley	March 30, 2009 OIC
Karen A. Rawls	July 30, 2009 OIC
Terry J. Goad	March 19, 2010 OIC

OIC, denotes Officer In Charge

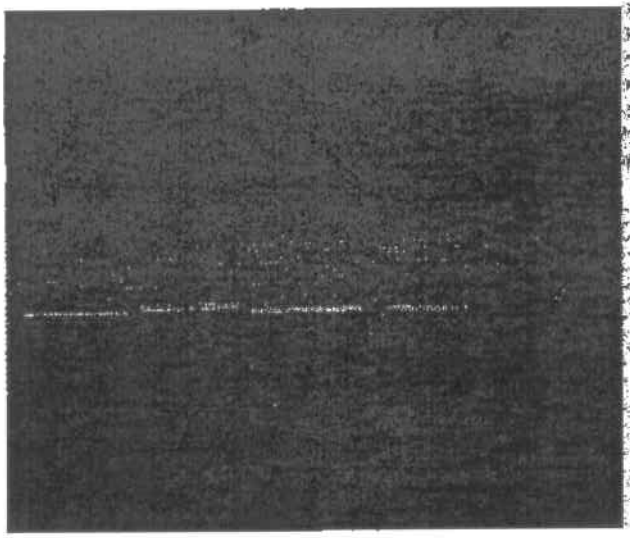


Mr. Ernest Cooper delivering mail at the covered bridge. In the early days of RFD, Star Tannery residents received rural delivery in the early days by horse back. RFD was available in Star Tannery in 1908.
RFD, Rural Free Delivery



Star Tannery Post Office and Hesler Himelright's store around 1950.

Post Mistress Mrs. Edna H. Everett



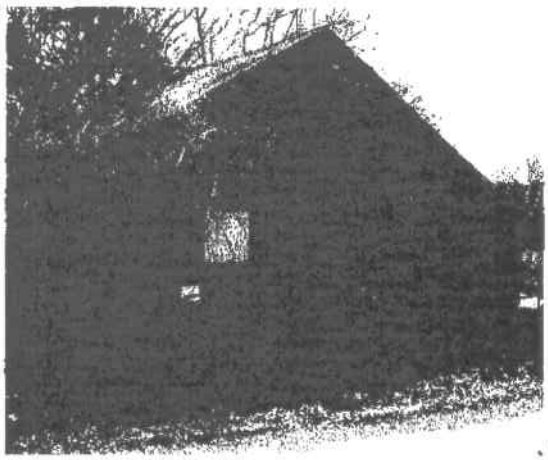
(Above) Star Tannery Post office 2010

Gravel Springs

Five miles southwest of the community of Mountain Falls near the junction of routes 600 and 604 you will find the community of Gravel Spring (also called Gravel Springs). This office was established in 1837 and served until 1906. Mail service ceased April 6, 1906 and mail was taken to Wheatfield Office. The building has managed to survive the years and still remains across the road from the Gravel Springs farm Mansion House.

Postmasters at Gravel Spring

Postmasters	Date of Appointment
David C. Beard	June 5, 1837
Henry Richards	May 2, 1844
Daniel M. Hart	January 31, 1854
Adam L. Stump	December 19, 1856
Margaret C. Stump	July 17, 1860
Jas. Himelright	March 26, 1866
Samuel Stine	May 28, 1866
Elijah Pifer	June 14, 1878
Issac R. McIlwee	May 11, 1885



. Gravel Springs Post Office 2010.

Paddy Mills or Paddy's Mills (Shenandoah County)

The exact location of the Paddys Mills office is unknown. This office however served folks on the south side of Paddys Mountain of the Great North Mountain, near Paddys Mill a grist mill and also the Manganese Mine Company.

Postmaster	Date of Appointment
Thomas Edwards	May 1, 1851
Levi N. Hale	October 16, 1852
Hiram Wills	June 15, 1857

Discontinued September 25, 1866
Reinstated September 11, 1871

George H. Hammond September 11, 1871
Discontinued January 15, 1874
Reinstated February 9, 1874
Charles W. Whittington February 9, 1874
Discontinued December 6, 1881

Zepp (Shenandoah County)

The Zepp community is located in the foot hills of the Little North Mountain. This community takes its name from Mr. Edwin Zepp who founded the Prospect Tannery in the 1870's. In December of 1880 Mr. Zepp opened a general store and filed to open a post office, on Dec 29th 1880 the Zepp post office was established. The office remained in the same location until it closed two days short of being open 88 years.

Postmaster	Date of Appointment
Edwin H. Zepp	December 29, 1880
Charles B. McKean	November 1, 1881
William Tamkins	April 12, 1882
Samuel Walker	April 16, 1885
William Tamkins	August 19, 1885
Harry C. Bartlett	January 18, 1886
Mrs. Emma V. Whittaker	November 21, 1889
Perry J. Brill	April 8, 1891
John McWhittington	July 2, 1891
John Lockstampfer	January 14, 1892
Joseph A. Whittington	December 8,1900
Mrs. Nellie E. Lockstampfer	October 18, 1935 Acting Postmaster
Mrs. Nellie E. Lockstampfer	January 27, 1936
Hershel Rudolph	December 28, 1952 Acting Postmaster
Hershel Rudolph	July1, 1953
Mrs. Daisy Ellen Rudolph	August 31, 1968 Acting Postmaster

Discontinued December27, 1968

DISTRICT MANAGER/LEAD EXECUTIVE
CUSTOMER SERVICE AND SALES
NORTHERN VIRGINIA DISTRICT

UNITED STATES POSTAL SERVICE

February 17, 2011

The Honorable Frank R. Wolf
Member of Congress
13873 Center Road, Suite 130
Herndon, VA 20171

Attention: Judy McCary

Dear Congressman Wolf:

This is in response to your letter dated February 4, 2011 concerning an inquiry from your constituent, Wesley Rudolph, regarding the potential discontinuance of the Star Tannery Post Office.

The study for the possible discontinuance of the Star Tannery Post Office is not complete at this time. The next step of the study is to hold a community meeting. The meeting is scheduled on March 9, 2011 at the Star Tannery Volunteer Fire Department from 7:00 PM to 9:00 PM.

After community feedback is taken into consideration and only if we feel that regular and effective service can be provided to our customers in the Star Tannery area, a formal proposal would be developed to officially discontinue the Star Tannery Post Office. This formal proposal would be posted for 60 days allowing additional feedback concerning the proposal.

I have attached a copy of the "Summary Of Post Office Change Regulations" for your convenience.

Thank you for the opportunity to address Mr. Rudolph's concerns.

Sincerely,

Michael S. Furey

cc: Dennis Voorhees, Manager, Post Office Operations

Attachment

8409 LEE HIGHWAY
MERRIFIELD VA 22081-9996
703-698-8464
FAX: 703-698-8500

FRANK R. WOLF
10TH DISTRICT, VIRGINIA

COMMITTEE ON APPROPRIATIONS

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CO-CHAIR—TOM LANTOS
HUMAN RIGHTS COMMISSION

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Congress of the United States
House of Representatives

March 24, 2011

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WASHINGTON, DC 20515-4610
(202) 225-5136

13873 PARK CENTER ROAD
SUITE 130
HERNDON, VA 20171
(703) 709-5800
(800) 945-9653 (IN STATE)

110 NORTH CAMERON STREET
WINCHESTER, VA 22601
(540) 667-0990
(800) 850-3463 (IN STATE)

wolf.house.gov

Mr. Mike Furey
District Manager
United States Postal Service, Merrifield
8409 Lee Hwy
Merrifield VA 22081

Dear Mr. Furey:

I have enclosed a letter which I received from one of my constituents, the King Family, regarding a matter under your department's jurisdiction.

I would appreciate it if you would review the enclosed correspondence and address the issues it discusses. It would be helpful if you would address your response to me, to the attention of my staff assistant, Judy McCary at my Herndon office.

Thank you for your time and courtesy in being attentive to the concerns of my constituent.

With kind regards,

Best wishes.

Sincerely,

Frank R. Wolf
Member of Congress

FRW:doi1

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March 17, 2011

MAR 2 2 2011

Mr. Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merryfield, VA 22081-9998

Dear Sir:

We attended the Postal Services meeting at the Star Tannery Fire Department on March 9, 2011. Here are our comments:

Our family has been using the Star Tannery Post Office for 50 years and now we are getting older and we will really need it even more.

We have always had a Postmaster until two years ago but was **not** replaced with another Postmaster because of a decision by the Postal Services Management. This could be a reason for bringing up the closing of the P. O.

After hearing that the Postal Services is losing revenue (like all businesses at this time) to close the Star Tannery Post Office will **not save** enough revenue to support the revenue needed by the Postal Service is not **reason to close this Post Office**.

Everyone at the meeting **agreed** to **cut down the days** the P.O. would be open to save closing the P. O.

Reason not to go to Strasburg Post Office

Can P.O. handle 40 or more P.O. Boxes? Plus a large Box? **NO** Maybe a few.

Is there a handicap access? **NO**! We have a handicap member in our family. Star Tannery has access.

Parking is limited. – Only 3 parking spaces on main street going through Strasburg which is a very busy street and is difficult to maneuver parking in and out safely.

At the meeting, residents stated that they were not satisfied with the mailbox delivery by the Strasburg carrier - packages being dropped on the ground when mailbox is ½-1 mile from residence and losing contents of lst class mail. It was noted how efficient our former Star Tannery carrier did and she was excellent in handling the mail.

As stated at the meeting, you have a much longer time to wait at Strasburg than at the Star Tannery P.O.

One person stated she changed to a P. O. box from a mailbox because of vandalism with her mailbox and she is unable to go all the way into Strasburg dailey to receive her mail. What can she do? Answer at meeting – DO NOT KNOW! We will have the same situation with our family.

Regarding the 11.2 miles to Strasburg - We assume that's starting at the Star Tannery P.O.? Most residents are living in a rural area which would be much further to travel. Star Tannery covers a large mileage area. And in bad weather we cannot always go to the P. O. to pick up our mail.

With **gas going up** and we don't know how much more, residents cannot afford to travel to Strasburg **daily to do business with the Post Office.** Our family is limiting our trips for shopping and we just occasionally shop in Strasburg.

We have residents doing business from their homes. They use the Internet to mail packages but residents stated that they have to do all over again in Strasburg by answering questions that was done on the Internet. At Star Tannery, this does not happen..

In closing, we want and need our Star Tannery Post Office! If necessary, we would accept closing the P. O. a few days a week but keep it open!

Very truly yours,

The King Family
252 Paddy Run Road
Star Tannery, VA22652

cc: Mr. Michael Furey
District Manager of Northern Virginia Postal Service
Merryfield, VA

The Honorable Frank Wolf
District Office – Winchester
110 North Cameron Street
Winchester, VA 22601

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DISTRICT MANAGER/LEAD EXECUTIVE
CUSTOMER SERVICE AND SALES
NORTHERN VIRGINIA DISTRICT

UNITED STATES POSTAL SERVICE

April 7, 2011

The Honorable Frank R. Wolf
Member of Congress
13873 Center Road, Suite 130
Herndon, VA 20171

Attention: Judy McCary

Dear Congressman Wolf:

This is in response to your letter dated March 24, 2011 concerning an inquiry from the King Family, regarding the potential discontinuance of the Star Tannery Post Office.

The study for the possible discontinuance of the Star Tannery Post Office is not complete at this time. A decision will be made in the very near future about whether we will proceed with a formal proposal to discontinue the Star Tannery Post Office.
I would like to address the concerns outlined in the letter.

The King Family expressed concern about having to travel to another post office for services. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for services. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps. We are also looking at ways to increase the expanded access locations in the Star Tannery area.

A concern was raised about senior citizens and that the Strasburg Post Office is not handicapped accessible. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. If a visit to the Strasburg Post Office is necessary, personal services are available by contacting the post office. Postmaster Jennifer Fauver, at 540 465-4586, will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

An issue was raised about the limited parking at the Strasburg Post Office. Parking would not be a convenient in downtown Strasburg. Star Tannery currently only has two spaces available for parking. One is a handicapped parking spot and one that the postal

8409 LEE HIGHWAY
MERRIFIELD VA 22081-9996
703-698-6464
FAX: 703-698-6500

employee on duty uses. This means that most of the customers have to park along the main road to use the services at Star Tannery.

Longer times to be served at the retail counter at Strasburg was raised as a concern. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. The managers continually monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. As stated previously, most transactions can be conducted through expanded access points and not require a trip to the post office for service.

A concern was raised about the availability of post office boxes at the Strasburg Post Office to handle the current Post Office Box customers at the Star Tannery Post Office. The number of Post Office Box holders at Star Tannery has reduced to thirty. There are currently 26 available Post Office Boxes at the Strasburg office of varying sizes. Historically, when a post office discontinues, the majority of the customers chose to erect a rural mail box. Strasburg should have enough post office boxes to accommodate the need.

It was suggested that we should close the Star Tannery Post Office down for a few days a week instead of permanently closing it. At the current time, we do not have the ability to implement this suggestion. This is no mechanism to have a postmaster that only works several days a week.

We are still analyzing community feedback, reviewing options to ensure we provide effective and regular service to the community of Star Tannery. If it is decided to proceed with the discontinuance study a formal proposal would be developed to officially discontinue the Star Tannery Post Office. This formal proposal would be posted for 60 days at the Star Tannery and Strasburg Post Offices allowing additional feedback concerning the proposal.

Thank you for the opportunity to address The King Families concerns.

Sincerely,

Michael S. Furey

cc: Dennis Voorhees, Manager, Post Office Operations

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?	
N/A	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.	
N/A	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?	
NO	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)?	
NO	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- C , Minimum, no COLA)	$ 15,350.
Fringe benefits 33.5%	$ 5,142.
Rental costs, excluding utilities	$ 3,600
Total annual costs	$ 24,092
Less estimated cost of replacement service	- 2,104
Total annual savings	$ 21,988

A one-time expense of $ _____ 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.

NA 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:

Dennis C Vick — 4-8-11

Investigative Coordinator — Date

Reviewed and Certified By:

Dennis C Vick — 4-8-11

District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE®

04/08/2011

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 STAR TANNERY Post Office
Docket No. 1383312

This is to advise you that on 04/19/2011, I will post for public comment a proposal to close the STAR TANNERY Post Office in Frederick, Congressional District No. 10th.

If you have any questions, please call DENNIS VOORHEES District Review Coordinator at (540) 667-3352.

MICHAEL FUREY
District Manager
NORTHERN VIRGINIA PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE®

04/13/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
STAR TANNERY Proposal
Docket No. 1383312 - 22654

Please post the enclosed proposal to close the STAR TANNERY Post Office in the lobby. The proposal must be posted in a prominent place from 04/19/2011 through close of business on 06/20/2011. 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 (540) 667-3352.

Dennis F. Voorhees

DENNIS VOORHEES
Post Office Review Coordinator
NORTHERN VIRGINIA PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 04/19/2011

Date of Removal: 06/20/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE STAR TANNERY, VA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the Star Tannery Post Office:

The Postal Service is considering the close of the Star Tannery Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/19/2011 through 06/20/2011 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 Star Tannery Post Office. 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:

DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

For more information, you may call DENNIS VOORHEES at (540) 667-3352 or write to the above address.

Thank you for your assistance.

Dennis C. Voorhees

DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

Date of Posting: 04/19/2011

Posting Round Date:

Date of Removal: 06/20/2011

Removal Round Date:

PROPOSAL TO CLOSE THE STAR TANNERY, VA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Star Tannery, VA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Strasburg Post Office, located 11 miles away.

The postmaster position became vacant when the postmaster retired on April 01, 2009. 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 had less than two hours of workload per day in Fiscal Year 2010. Rural Route carrier service can provide effective and regular service to the Star Tannery Community.

The Star Tannery Post Office, an EAS-11 level, provides service from 08:30 to 13:30 - 14:00 to 17:00 Monday - Friday , 09:00 to 13:00 Saturday and lobby hours of 08:30 to 1700 on Monday - Friday and 09:00 to 1300 on Saturday to 36 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 28 transaction(s) accounting for 28 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: $37,316 (97 revenue units) in FY 2008; $35,163 (92 revenue units) in FY 2009; and $31,355 (82 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 09, 2011, representatives from the Postal Service were available at Star Tannery Volunteer Fire Department, Star Tannery, VA to answer questions and provide information to customers. 100 customer(s) attended the meeting.

On February 09, 2011, 386 questionnaires were distributed to delivery customers of the Star Tannery Post Office. Questionnaires were also available over the counter for retail customers at the Star Tannery Post Office. 118 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 8 unfavorable, and 103 expressed no opinion.

One congressional inquiry was received on March 29, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Strasburg Post Office, an EAS-20 level office. Window service hours at the Strasburg Post Office are from 09:00 to 17:00, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 22 post office boxes available.

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:**	Customer expressed a concern about leaving money in the mailbox
	Response:	The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2.	**Concern:**	Customer expressed a concern about leaving money in the mailbox
	Response:	The customer expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two local reports made at the local office within the past year of possible mail theft. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
3.	**Concern:**	Customer expressed a concern about leaving movey in the mailbox
	Response:	The customer also expressed a concern about leaving mail in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery area. Their records indicate that there has not been any report of mail theft or vandalism in the area.
4.	**Concern:**	Customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times.

Response: The customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. **Concern:** Customer expressed a concern about package delivery

Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If security is an issue, you can request that packages too large for the mail box and no one is at home to receive them, to be not delivered and arrangements made for delivery for when someone is home.

6. **Concern:** Customer expressed a concern about package delivery

Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day.

7. **Concern:** Customer expressed a concern about package delivery

Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day. If you have issues with the delivery of packages to your home, you should contact the postmaster of Strasburg at 540 465-4586.

8. **Concern:** Customer expressed a concern about package delivery and pickup

Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

9. **Concern:** Customer expressed a concern about the handicap accessibility of the Strasburg Post Office

Response: The customer expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not within the purview of the Act. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchases and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities. The nearest accessible post office is located 8 miles away in Maurertown, VA.

10. **Concern:** Customer expressed a concern about the length of time it took to receive mail.

Response: The customer expressed a concern about the length of time it takes to receive your mail. I have referred your concern to the postmaster of Strasburg. She will monitor your mail in an effort to determine and correct any delays of delivery of your mail.

11. **Concern:** Customer expressed concern that the Star Tannery had longer retail hours than the Strasburg Post Office

Response: The customer stated that the Star Tannery Post Office has longer retail hours than the Strasburg Post Office. The numbers of hours that the retail windows are open are the same for both offices Monday through Friday. Star Tannery is open an hour longer on Saturdays. The window transactions conducted at the Star Tannery Post Office does not justify the number of hours that they are open. Strasburg has twenty four hour access in their lobby for Post Box Customers.

12. **Concern:** Customer felt that a postmaster should be selected with a limited number of years of service to pay less salary

Response: The customer suggested that a postmaster should be selected with a limited number of years of service to pay less salary. When postmasters are selected, they are chosen according who is best qualified. Years of service and salary can not be consdieratons during the selection process.

13. **Concern:** Customers expressed concern about collection of outgoing mail

Response: The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

14. **Concern:** Customers expressed concern about collection of outgoing mail

Response: The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. We will look at the possiblity of locating a collection box in the Star Tannery area.

15. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox due to vandalism. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Strasburg Post Office but it is located approximately 11.2 miles away.

16. **Concern:** Customers expressed concern for loss of community identity

Response: The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

17. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about keeping your ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

18. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity since you are building a community. 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

19. **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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

20. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

21. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of your address and ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

22. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the post office being the center of the community and 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

23. **Concern:** Customers expressed concern over the dependability of rural route service

Response: The customer expressed a concern over the dependability of the rural route carrier. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. If you have any concerns about your carrier, you should contact the postmaster of Strasburg at 540 465-4586.

24. **Concern:** Customers felt the post office should remain open since they paid taxes

Response: The customer expressed a concern that since the people of your community paid taxes, the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

25. **Concern:** Customers felt the route should emanate from Winchester because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Winchester may be closer for some customers, Strasburg is closer for others.

26. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

27. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

28. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office

Response: The customer stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

29. **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 Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

30. **Concern:** Customers were concerned about growth in the community

Response: The customer expressed a concern about growth in the community. 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.

31. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery

Response: The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Current checks and stationary can be used until it is time to order again.

32. **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.

33. **Concern:** Customers were concerned about mail security

Response: The customer expressed a concern about the security of mail and identity theft. 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.

34. **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.

35. **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. There are various sizes of mail boxes that are available. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

36. **Concern:** Customers were concerned about mailing international packages

Response: The customer expressed concern about mailing international packages. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, if you pay the postage by the Click and Ship option, packages weighing over 13 ounces can still be pick up.

37. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. I have referred your concern about the carrier not delivering parcels to the postmaster of Strasburg for follow up.

38. **Concern:** Customers were concerned about obtaining large parcels

Response: The customer expressed a concern about obtaining large parcels since your house is about a mile from your mail box. Large parcels may be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

39. **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.

40. **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 roadside mailboxes. 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 Straburg postmaster for more information.

41. **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 roadside mailboxes. 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 Strasburg postmaster for more information.

42. **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 roadside mailboxes. 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 Strasburg postmaster for more information. You also expressed concern about having to pay postage to return the questionnaire. The return envelope did not require a stamp. Postage was already paid by a permit imprint in the upper right corner of the envelope. I have attached a stamp for your convenience.

43. **Concern:** Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response: The customer expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option or to to privatize the postal service.

44. **Concern:** Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response: The customer expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

45. **Concern:** Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response: The customer expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

46. **Concern:** Location of Community Meeting

Response: The customer expressed concern about the community meeting being held in Strasburg, VA. The meeting location has been changed to the Star Tannery Volunteer Fire Department.

47. **Concern:** You 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 due to your work schedule. 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.

48. **Concern:** You 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 and other offices do not have a location that you can park your school bus. 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.

49. **Concern:** You 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.

50. **Concern:** You 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. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

51. **Concern:** You 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. The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps.

52. **Concern:** Customer expressed concern about not being able to buy stamps at the post office.

Response: The postal service has many alternate access locations where stamps can be purchased other than at the post office. Some of the additional locations include • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

53. **Concern:** Customer was concerned that the decision has already been made to discontinue the Star Tannery Post Office.

Response: The decision has not been made to discontinue the Star Tannery Post Office. The community meeting is part of the review process. Feedback from the community meeting will be taken into consideration before a formal proposal is made.

54. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response: Customers asked why the Star Tannery post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

55. **Concern:** Customers expressed a concern about leaving money in the mailbox

Response: Customers expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tanney Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two reports to the local office about possible mail theft or vandalism. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

56. **Concern:** Customers expressed a concern about package delivery and pickup

Response: Customers expressed concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

57. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the Strasburg Post Office to pick up their mail

Response: Customers expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Strasburg postmaster.

58. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: Customers expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

59. **Concern:** Customers felt the postal service should close offices in the urban areas to save more money rather close the Star Tannery Post Office.

Response: The postal service is reviewing postal facilities in larger cities for consolidation opportunities to save money.

60. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office.

Response: Customers stated that they would miss the courteous and friendly service they receive at the Star Tannery Post Office. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

61. **Concern:** Customers stated the customer lines were long at the Strasburg Post Office

Response: Customers expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

62. **Concern:** Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office.

Response: Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office. The Postal Service currently does not have the ability to undertake these actions. We are working with Congress to pass legislation to give us this ability.

63. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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 US 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.

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

Star Tannery is an unincorporated community located in Frederick County. The community is administered politically by Frederick County Virginia. Police protection is provided by the Frederick County Sherriff Department. Fire protection is provided by the Star Tannery Volunteer Fire Department. The community is comprised of Commuters and self employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Star Tannery Fire Department, Star Tannery Rescue Squad,Gravel Springs Lutheran Church, Mountain View Methodist Church, Tree Banks Property Owners Assoc, Robert Kinkaid Assoc Officer, Auto Ease Inc, Fred Nissen Atty, Wymer Excavating and Grading Corp, Diane Barry EBAY sales, Eastern Cashmere Assoc, Martha Heisel Dog Rescue,Ben Morrell Stamp Collector, Virginia Onsite Wastewater Recyling Assoc, North Mountain Doves, 4 Corners Bar & Grill, Star Market, Volvox Consultants, Wheel Horse Tractor Assoc, Star Tannery Sand & Gravel, Wes Rudolph Historian, Laurie Munk, Telecommuter & Mailer, Pembrook Springs Retreat . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the Post Office will also be available at the Strasburg 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:** Customer expressed a concern about nonpostal services

   Response: The customer expressed a concern about nonpostal services. Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the post office will also be available at the Strasburg Post Office or by contacting your local government agency.

2. **Concern:** Customers expressed concern for loss of community identity

   Response: The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. **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 roadside mailboxes. 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 Strasburg postmaster for more information.

4. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

   Response: Customers 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 Star Tannery 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:** Customers were concerned about the loss of a gathering place and an information center

   Response: Meetings may be held at the Star Tannery Volunteer Fire Department. The Volunteer Fire Department can also provide a site for residents to gather, socalize and share information.

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 retired on April 01, 2009. 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 $ 21,988 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 15,350
Fringe Benefits @ 33.5%	$ 5,142
Annual Lease Costs	+ $ 3,600
Total Annual Costs	$ 24,092
Less Annual Cost of Replacement Service	- $ 2,104
Total Annual Savings	$ 21,988

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration. An additional Congressional Inquiry was received on February 8, 2011.

VI. SUMMARY

The Postal Service is proposing to close the Star Tannery, VA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Strasburg Post Office, located 11 miles away.

The postmaster retired on April 01, 2009. 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 Star Tannery Post Office provided delivery and retail service to 36 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 28. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services 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 $21,988 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 carrier.

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 Star Tannery Post Office and Strasburg 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.

Dennis C. Voorhees

DENNIS VOORHEES
Manager, Post Office Operations

04/19/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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 POSTAL SERVICE®

06/01/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 06/20/2011 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,

Dennis Voorhees

DENNIS VOORHEES
Post Office Review Coordinator
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

UNITED STATES POSTAL SERVICE

A. Office

Name: STAR TANNERY State: VA Zip Code: 22654
Area: CAPITAL METRO District: NORTHERN VIRGINIA PFC
Congressional District: 10th County: Frederick
EAS Grade: 11 Finance Number: 518544

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Dennis Voorhees Date: 06/27/2011
Title: NORTHERN VIRGINIA PFC Post Office Review Coordinator
Tele No: (540) 667-3352 Fax No: (540) 662-8130

Date of Posting: 04/19/2011

Date of Removal: 06/20/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE STAR TANNERY, VA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the STAR TANNERY Post Office:

The Postal Service is considering the close of the STAR TANNERY Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/19/2011 through 06/20/2011 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 STAR TANNERY 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:

DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

For more information, you may call DENNIS VOORHEES at (540) 667-3352 or write to the above address.

Thank you for your assistance.

Sincerely,

Dennis Voorhees

DENNIS VOORHEES
DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

Date of Posting: 04/19/2011

Date of Removal: 06/20/2011

UNITED STATES POSTAL SERVICE

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Please return the comment form to:

DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

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Thank you for your assistance.

Sincerely,

DENNIS VOORHEES
DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

Date of Posting: 04/19/2011

Posting Round Date:

Date of Removal: 06/20/2011

Removal Round Date:

PROPOSAL TO CLOSE THE STAR TANNERY, VA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

Date of Posting: 04/19/2011

Posting Round Date:

Date of Removal: 06/20/2011

Removal Round Date:

PROPOSAL TO CLOSE THE STAR TANNERY, VA POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 06/01/2011

Postal Customers of the Star tannery Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Star tannery Post Office, which was posted 04/19/2011 through 06/20/2011. 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 Star tannery Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

Dennis C. Voorhees

DENNIS VOORHEES
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 1 A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

John W Kline / 5/29/2011
Date

Name: John W. Kline
Street Address: 344 Paddy's Run Rd.
City/State/Zip: Star Tannery, Va. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

JOHN W KLINE

344 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

- You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

- You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

- You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 2A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

Nancy Little 5-27-11
Date

Name: Nancy L. Little
Street Address: 695 Paddys Run RD
City/State/Zip: Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

NANCY L LITTLE

695 PADDYS RUN RD
STAR TANNERY, VA 22654

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- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

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Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 3A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
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The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

5-27-11
Date

Name: Lynn & Jason Oliver
Street Address: 485 Bushy Ridge Dr.
City/State/Zip: Star Tannery VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

LYNN & JASON OLIVER

485 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 4A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

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Sincerely,

May 27 /2011/
Date

Name: Eugene Puffenbarger
Street Address: 1605 Paddys Run Rd.
City/State/Zip: Star Tannery, Va. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

EUGENE PUTKOWSKI

1605 PADDYS RUN RD
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 5A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

Matthew J. Donahue 5-29-11
Date

Name: MATTHEW J. DONAHUE
Street Address: 367 McILWEE LA.
City/State/Zip: STAR TANNERY VA. 22654

I OBJECT !!!

UNITED STATES POSTAL SERVICE®

06/16/2011

MATTHEW J DONAHUE

367 MCLLWEE LN
STAR TANNERY, VA 22654

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 6A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

Sandra Himelright 27 May 11
Date

Von R. Himelright 27 May 11

Name: Von + Sandra Himelright

Street Address: 338 Himelright Ln

City/State/Zip: Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

VON & SANDRA HIMELRIGHT

338 HIMELRIGHT LN
STAR TANNERY, VA 22654

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Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 7A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

Laurel V. Munk, 6/2/11
Date

Name: LAUREL V. MUNK

Address: PO BOX 133

City/State/Zip: ST. VA. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

LAUREL V MUNK

PO BOX 133
STAR TANNERY, VA 22654

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Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 3P
PAGE 8A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
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The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Virginia L. Orndorff 6-1-11
Date

Name: VIRGINIA L. ORNDORFF

Street Address: 311 PADDY'S RUN RD

City/State/Zip: Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

VIRGINIA L ORNDORFF

311 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 9A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
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Sincerely,

R. H. Vandorton, Jr. / 15 June 2011
Date

Name: R. H. Vandorton, Jr.
Street Address: 452 Paddys Run Rd
City/State/Zip: Star Tannery, VA. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

R. H. VAN NORTON, JR

452 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 10A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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It would be a hardship on our community.

Sincerely,

6/01/2011
Date

Name: Mardell Rogers
Stoneheart Farm
Street Address: 200 Homestead Lane
City/State/Zip: Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE

06/16/2011

MARDELL ROGERS

200 HIMELRIGHT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 11A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

William J Horton 6/6/11
Date

Name: William J Horton
Street Address: 6901 Wandelsville Grade
City/State/Zip: Star Tannery VA 22654

UNITED STATES POSTAL SERVICE

06/16/2011

WILLIAM J HORTON

6901 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 12A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

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Sincerely,

[signature] 5-26-11
Date

Name: M. Kirby Lloyd
Street Address: 582 Waskensville Creek
City/State/Zip: Star Tannery, VA. 22654

I AM DISABLED, AS SUCH I FEEL YOU ARE in violation of the ADA STATUES AS STRASBURG ISN'T ACCESSIBLE!

UNITED STATES POSTAL SERVICE®

06/16/2011

M KIRBY LLOYD

5821 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act, having to travel to another office for service and the Strasburg Post Office not have off street parking. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations

8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 83
PAGE 14A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

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Signed, Denise I. Gochenour

Date: 6-9-11

Name (printed): Denise I. Gochenour

Address: 2098 Star Tannery Rd.
Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

DENISE I GOCHENOUR

2098 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 16A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,
Helen F Armstrong
Date: June 2, 2011

Name (printed): Helen F Armstrong
Address: 155 Dixie Lane
Star Tannery Va 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

HELEN F ARMSTRONG

155 DIXIE LN
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 18A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,
Andrew I. Page
Date: 6-6-2011

Name (printed): Andrew I. Page
Address: 186 Star Tannery Rd
Star Tannery VA - 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

ANDREW J PAGE

186 STAR TANNERY RD
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 20A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, John T. Funkhouser II

Date: 5-30-11

Name (printed): John T. Funkhouser II

Address: 224 Little North Ln.
Star Tannery, VA. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

JOHN T FUNKHOUSER II

224 LITTLE NORTH LN
STAR TANNERY, VA 22654

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Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 2A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed: L.M. Burkholder

Date: 5-28-2011

Name (printed): L. M. BURKHOLDER

Address: 10089 JOHN MARSHALL HWY.
STARTANNERY VA. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

L M BURKHOLDER

10089 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 24A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
Walter L. Floyd Jr.

Date: May 29, 2011

Name (printed): WALTER, TAEKO + LISA FLOYD

Address: 6238 WARDENSVILLE GLADE
STAR TANNERY, VA 22654

+ PEMBROKE SPRINGS RETREAT (A COUNTRY INN)

UNITED STATES POSTAL SERVICE®

06/16/2011

WALTER FLOYD JR

6238 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 growth in the community. 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.

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

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- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 26A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, Melissa Keefer

Date: 5-28-11

Name (printed): Melissa Keefer

Address: 143 Duck Run Ln.
Star Tannery, VA
22654

UNITED STATES POSTAL SERVICE®

06/16/2011

MELISSA KEEFER

143 DUCK RUN LN
STAR TANNERY, VA 22654

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 28A

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, Raymond T. Littleton
Linda J. Littleton

Date: 5-31-2011

Name (printed): Raymond T. Littleton
Linda J. Littleton

Address: 6341 Wardensville Grade
Star Tannery, VA 22654

Retired — fixed income — no cell phone

UNITED STATES POSTAL SERVICE®

06/16/2011

RAYMOND & LINDA LITTLETON

6341 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

What about the use of Volunteers with Postal experience To offset costs?

DOCKET NO 22654
ITEM NO 38
PAGE 30A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,

Date: 5-27-2011

MSgt Walter F Mcclean Jr
461 Star Tannery Rd
Star Tannery VA 22654-1945

UNITED STATES POSTAL SERVICE®

06/16/2011

MSGT WALTER F MCCLEAN JR

461 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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- You suggested that the post office be run by volunteers with postal experience to offset cost. There are currently no provisions to allow volunteers to run and operate a post office.

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Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 32A

Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

RGWarnock 6/6/2011
Date

Robert Warnock
Gravel Springs Farm
2074 South Pifer Road
Star Tannery, Virginia 22654-2229

UNITED STATES POSTAL SERVICE®

06/16/2011

ROBERT WARNOCK

2074 SOUTH PIFER RD
STAR TANNERY, VA 22654

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- You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

- You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 33A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

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In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

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Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
Karen E Ballenger
Date: 5/27/11

Name (printed): Karen Ballenger
Address: 171 Star Tannery Rd
Star Tannery VA 22654

DOCKET NO 22654
ITEM NO 38
PAGE 33 B

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,

Date: 27May11

Name (printed): Marcus A. Ballenger

Address: 171 Star Tannery Rd.
Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

KAREN & MARCUS BALLENGER

171 STAR TANNERY RD
STAR TANNERY, VA 22654

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In response to your letter:

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Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 35A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, Shelia Ballenger
Date: 5-27-11

Name (printed): Shelia Ballenger
Address: 171 Star Tannery Rd.
Star Tannery, Va. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

SHELIA BALLENGER

171 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 37A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, June L. McFall

Date: 5-25-01

Name (printed): Robert H. McFALL
June L. McFall

Address: 258 Burr Stone Lane
Star Tannery VA. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

ROBERT & JUNE MCFALL

258 BURR STONE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 39A

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8409 Lee Highway
Merrifield, VA 22081

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Signed,
Judy E. Bennington
Date: 5/27/11

N:
A(B
Judy Bennington
5700 Wardensville Grade
Star Tannery, VA 22654-1962

UNITED STATES POSTAL SERVICE®

06/16/2011

JUDY BENNINGTON

5700 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 41A

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

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Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
Glenda Williams
Date: 5-27-2011

Name (printed): Glenda Williams
Address: 171 Star Tannery Rd.
Star Tannery, Va. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

GLENDA WILLIAMS

171 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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In response to your letter:

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 43A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

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Signed,
James C Steele
Date: 5/26/2011

Name (printed): James C Steele
Address: 196B Dixie Lane
Star Tannery VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

JAMES C STEELE

196B DIXIE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 45A

Michael Furey, District Manager
Postal Service, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Signed, Michele Sampson
Date: 5 30 11

Name (printed): Michele Sampson
Address: 1563 S Pifer Road
Star Tannery VA
22654

UNITED STATES POSTAL SERVICE®

06/16/2011

MICHELE SAMPSON

1563 S PIFER RD
STAR TANNERY, VA 22654

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 471

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,
Sharon Colgan
Date: 6/1/11

Name (printed): Sharon Colgan
Address: 2478 Turkey Run Rd
Star Tannery VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

SHARON COLGAN

2478 TURKEY RUN RD
STAR TANNERY, VA 22654

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 49A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed,
Eadline Renner
Date: 6/02/11

Name (printed): Eadline Renner
Address: 10257 John Marshall Highway
Star Tannery, Virginia 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

EADLINE RENNER

10257 JOHN MARSHALL HWY
STAR TANNERY, VA 22654

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Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 51A

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed, Boyd L. Pitzer

Date: 5/26/11

Name (printed): Boyd L. Pitzer

Address: 5534 Woodesville Grade
Star Tannery Va. 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

BOYD L PITCOCK

5534 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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In response to your letter:

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- You expressed a concern about growth in the community. 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.

- You 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, window operations will be monitored to 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.

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 53A

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, Greg Richard

Date: 6/1/11

Name (printed): GREG RICHARD

Address: 540 RICHARD LANE
STAR TANNERY, VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

GREG RICHARD

540 RICHARD LN
STAR TANNERY, VA 22654

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Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 38
PAGE 55A

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081

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Signed, Mike Poole

Date: 5/25/11

Name (printed): Mike Poole

Address: 6421 Wardensville Grade
Star Tannery VA 22654

UNITED STATES POSTAL SERVICE®

06/16/2011

MIKE POOLE

6421 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 38
PAGE 5 of 9

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Anne Repaske — Anne Repaske
Name of Postal Customer — Signature of Postal Customer

570 Paddys Cove Ln. Star Tannery, VA 22654 — 5-28-11
Mailing Address — Date

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May 27, 2011

Dear Mr. Voorhees,

I am a resident of Star Tannery and strongly oppose the closing of its Post Office.

The suggestion to leave money & packages in the mail-box is unreasonable. My mail box is 1/2 mile away from my house, through woods and and a bridge over Paddy Run

I live about 5 miles from the Star Tannery Post Office making the trip to the Strasburg P.O. over 32 miles round trips, costing me over $8.00 in gas.

I am 85 years old and don't feel comfortable driving Rt 55 in winter weather. I am the editor of

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The Eastern Cashmere Association Newsletter. Whereas most members get it by electronic mail, some must get it in a timely manner by U.S.P.S.

There are many elderly retired people living here who would hesitate asking someone for a 32, or more, miles trip to the Strasburg Post Office.

We are a cohesive, small community here. We have a church, fire department, small grocery store and a post office. Many of the retired

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people moved here because of those qualities. One thing closing the Star Tannery Post Office would hasten the deterioration of country life in America. We would simply be a suburb of Strasburg.

Very Sincerely,

Anne Repaske

Anne Repaske
520 Paddys Cove Ln
Star Tannery, VA 22654

138312 - 22654
38
57

UNITED STATES POSTAL SERVICE

06/17/2011

ANNE REPASKE

570 PADDYS COVE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

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Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Michael Anthony — Name of Postal Customer

Signature of Postal Customer

4297 CEDAR CRK RD STARTANNERY VA 22654 — Mailing Address

6/6/11 — Date

UNITED STATES POSTAL SERVICE

06/17/2011

MICHAEL ANTHONY

4297 CEDAR CREEK RD
STAR TANNERY, VA 22654

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Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 59A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

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Sincerely,

C. BARON FAUST

Name of Postal Customer | Signature of Postal Customer

4297 Cedar Creek Rd. | 6/6/11

Mailing Address | Date

STAR TANNERY, VA

UNITED STATES POSTAL SERVICE®

06/17/2011

C BARON FAUST

4297 CEDAR CREEK RD
STAR TANNERY, VA 22654

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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US Postal Service—Northern Virginia
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Sincerely,

Mickey M. Renner — Mickey M. Renner

Name of Postal Customer — Signature of Postal Customer

2610 Grindel Springs Rd Star Tannery VA 22654 5/27/11

Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

MICKEY M RENNER

2610 GRAVEL SPRINGS RD
STAR TANNERY, VA 22654

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Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
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PAGE 61A

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US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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IF THE STAR TANNERY POST OFFICE CLOSES, WE WILL HAVE TO DRIVE 50 MILES ROUND TRIP TO MAIL A PACKAGE.

Sincerely,

KENNETH LINGWEAVER JR. Kenneth Lingweaver Jr.
Name of Postal Customer Signature of Postal Customer

NANCY CRISSY Nancy Crissy 5/27/14
Mailing Address Date

7696 ZEPP RD.
STAR TANNERY, VA 22654

UNITED STATES POSTAL SERVICE

06/17/2011

KENNETH LINEWEAVER

7696 ZEPP RD
STAR TANNERY, VA 22654

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 38
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8409 Lee Highway
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Sincerely,

Ervin E. Rohrbaugh — Ervin E Rohrbaugh
Name of Postal Customer — Signature of Postal Customer

7406 Zepp Road, Star Tannery, VA 22654 — 5/27/11
Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

ERVIN E ROHRBAUGH

7406 ZEPP RD
STAR TANNERY, VA 22654

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8409 Lee Highway
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Sincerely,

Ray & Linda Figgins — Ray & Linda Figgins

Name of Postal Customer — Signature of Postal Customer

3118 Cedar Creek Road, Star Tannery — 27 May '11

Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

RAY & LINDA FIGGINS

3118 CEDAR CREEK RD
STAR TANNERY, VA 22654

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Sincerely,

Michele Sampson — Michele Sampson
Name of Postal Customer — Signature of Postal Customer

1563 S Piper Road Star Tannery VA — 5.30.11
Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

MICHELE SAMPSON

1563 S PIFER RD
STAR TANNERY, VA 22654

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- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 65A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

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Sincerely,

Cara L. Spaid
Name of Postal Customer

Cara L Spaid
Signature of Postal Customer

529 Brocks Lane, Star Tannery, VA 22654
Mailing Address

MAY 31, 2011
Date

UNITED STATES POSTAL SERVICE

06/17/2011

CARA L SPAID

529 BROCKS LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 66A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Dennis & Betsy Tharpe — Dennis Tharpe & Betsy Tharpe

Name of Postal Customer — Signature of Postal Customer

1412 N. Fifer Rd. Star Tannery, VA 22654 — 5/27/11

Mailing Address — Date

UNITED STATES POSTAL SERVICE®

06/17/2011

DENNIS & BETSY THARPE

1412 N PIFER RD
STAR TANNERY, VA 22654

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Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 6 of 7

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Diana Rudolph
Name of Postal Customer

Signature of Postal Customer

44 Rudolph Ln. Star Tannery, Va 22654
Mailing Address

Date

UNITED STATES POSTAL SERVICE

06/17/2011

DIANA RUDOLPH

44 RUDOLPH LN
STAR TANNERY, VA 22654

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 68A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

LULA A. PENWELL — Lula A. Penwell
Name of Postal Customer — Signature of Postal Customer

1101 OATER ROAD STAR TANNERY VA. 22654 — 06-02-2011
Mailing Address — Date

CUT BACK ON SATURDAY Delivery

UNITED STATES POSTAL SERVICE

06/17/2011

LULA A PENWELL

1101 OATER RD
STAR TANNERY, VA 22654

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Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 3P
PAGE 69A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

DARWIN L. ANDERSON — Dennis L. Anderson

Name of Postal Customer — Signature of Postal Customer

P.O. BOX 142 STARTANNERY — June 1, 2011

Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

DARWIN L ANDERSON

PO BOX 142
STAR TANNERY, VA 22654

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Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 70A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Gregory Kenyon — [signature]

Name of Postal Customer — Signature of Postal Customer

1417 North Fork Rd Star Tannery VA 22654 — 5/30/11

Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

GREGORY KENYON

1417 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

  *Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

  *Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

  *Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 1 of 4

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Tina Miller — Tina Miller

Name of Postal Customer — Signature of Postal Customer

1595 Cedar Creek Rd. Star Tannery, VA 22654 — 6-2-11

Mailing Address — Date

UNITED STATES POSTAL SERVICE®

06/17/2011

TINA MILLER

1595 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

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  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 72A

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Stephanie Keeler — Stephanie Keeler

Name of Postal Customer — Signature of Postal Customer

674 Brocks Lane Star Tannery VA 22654 — 6/2/11

Mailing Address — Date

DOCKET NO 22654
ITEM NO 38
PAGE 12B

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Andrew Keeler — [signature]
Name of Postal Customer — Signature of Postal Customer

6674 Brocks Ln. Star Tannery Va. 22654 — 6-2-11
Mailing Address — Date

UNITED STATES POSTAL SERVICE

06/17/2011

ANDREW & STEPHANIE KEELER

674 BROCKS LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 73 4

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Sincerely,

Christopher M. Mile

Name of Postal Customer

Signature of Postal Customer

4297 Cedar Creek Rd. Star Tannery VA 22654 6/6/11

Mailing Address

Date

UNITED STATES POSTAL SERVICE®

06/17/2011

CHRISTOPHER M MILLER

4297 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 33
PAGE 744

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

TO FAR TO GO.
PLEASE CLOSE FISHERS HILL!

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.

I AM 63 yo. DEL. I AM ON DISABILITY & IT COST TO FAR TO GO. PLEASE DON'T SHUT STAR TANNERY DOWN THANK YOU.

MATTHEW J DONAHUE — Name of Postal Customer

Signature of Postal Customer

367 McILWEE LA
Mailing Address

STAR TANNERY VA. 22654 — City, State, and ZIP Code

5-30-11 — Date

UNITED STATES POSTAL SERVICE®

06/17/2011

MATTHEW J DONAHUE

367 MCILWEE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

- 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 75A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

I will have to drive approximately 14 mi. one way to do my postal business. I do leave money in the mail box for stamps, but I will not leave money in the box for any other reason, nor will I leave packages sitting out at the box.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The inconvenience of driving several miles to the Post Office, and the extra time and money it will cost me. The Star Tannery P.O. is a convenient business for me to do all my postal services.

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.

The inconvenience and extra cost for postal services for the community residents to have to go to Strasburg should be taken into consideration - also, less business hours.

Judy E. Bennington — Judy E. Bennington

Name of Postal Customer — Signature of Postal Customer

5700 Wadenspille Grade

Mailing Address

Star Tannery, VA 22654 — 5/2/11

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

06/17/2011

JUDY E BENNINGTON

5700 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 76A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

I'm not a part of the community of Star Tannery, VA; nevertheless, the closure of this office will present me with adverse results. The mission of the Postal Service, in part, is to increase convenience for the customer. This action will decrease your convenience for me.

Greg Smith
Name of Postal Customer

Signature of Postal Customer

PO Box 166
Mailing Address

Wardensville, WV 26851
City, State, and ZIP Code

5/9/11
Date

UNITED STATES POSTAL SERVICE®

06/17/2011

GREG SMITH

PO BOX 166
WARDENSVILLE, WV 26851

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 77A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

We moved to Star Tannery partially for the unique personal quiet service at the post office. It is wonderful coming from D.C. area to have a real personal interaction. We travel overseas frequently & having a p.o. box & personal service by (Terri) an individual who knows you is so precious - it is very disturbing to think we might lose it —

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I think that all of us will be so upset if we lose our special post office! It seems that America wants to destroy every good thing that we have in the name of progress & cutting costs. STOP THE WARS - don't take away our post office!

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.

PLEASE! How much are you really going to save by closing our wonderful Star Tannery Post office? You guys should watch some Andy Griffith re-runs & try to remember what life used to be like before all of the so-called progress!!!

ROBINEY. Jacob Goldstein
Name of Postal Customer — Signature of Postal Customer

3950 Turkey Run Rd (P.O. Box 115)
Mailing Address

Star Tannery VA 22654 — 5/4/11
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE®

06/17/2011

ELY-GOLDSTEIN

PO BOX 115
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Postmaster: I am NOT in favor or support of closing the Star Tannery, VA P.O.

Optional Comment Form

DOCKET NO. 22654
ITEM NO 38
PAGE 78A

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.
closing the rural P.O. will CEASE all counter and P.O. box services. The closest counter services will be Strasburg, VA, a significant auto drive for a limited fixed income retiree. Over the last forty years you have closed ALL P.O.s west of I-81 corridor!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
This includes the P.O. in Zepp, VA in the late 1960's, which I agreed with at the time with the understanding that Star Tannery would remain open INDEFINITELY! The mileage from my home to the Strasburg P.O. is 17.6 miles! You previously also closed the

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.
P.O.s in Wheatfield, Lebanon Church and other similar locations west of I-81.

Please see reverse side:

John S. Smeby — John S Smeby
Name of Postal Customer — Signature of Postal Customer

619 Fairmont Lane
Mailing Address

Star Tannery, VA 22654 — April 24, 2011
City, State, and ZIP Code — Date

Dennis Voorhees
8409 Lee Highway
Merrifield, VA 22081

UNITED STATES POSTAL SERVICE

06/17/2011

JOHN S SMEBY

619 FAIRMONT LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 3P
PAGE 79A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

If you received speed delivery or Pick up Package it would take 2-3 times as long to go to Strasburg. It would cause more traffic on road. Some use Star Tannery Post office for directions.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Taking away part of Historical View. Always give directions go to Post office or pass the Post office as a vital part of the 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.

As for Post office loosing money on certain dates that is when "E" Mail + Computer took over for a lot.

VIRGINIA L. ORNDORFF — Virginia L Orndorff
Name of Postal Customer — Signature of Postal Customer

311 Paddy's Run Rd.
Mailing Address

Star Tannery, Va. 22654 — 6-1-11
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE®

06/17/2011

VIRGINIA L ORNDORFF

311 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Bennington 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 38
PAGE 80A

RECEIVED
MAY 31 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Judy E. Bennington — Judy E. Bennington

Name of Postal Customer — Signature of Postal Customer

5700 Wardensville Grade Star Tannery, VA 22654 — 5/27/11

Mailing Address — Date

DOCKET NO 22654
ITEM NO 3
PAGE 20B

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

June 17, 2011

Judy E. Bennington
5700 Wardensville Grade
Star Tannery, VA 22654

Dear Ms. Bennington:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/17/2011

JUDY E BENNINGTON

5700 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

  *Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

  *Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

  *Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
P-O: 81A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Teresa Kenyon Teresa Kenyon 6/2/11
(Printed) Date

1417 N. Fork Rd Star Tannery, VA 22654
Address

UNITED STATES POSTAL SERVICE

06/21/2011

TERESA KENYON

1417 N PIFER RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 82A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
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  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Theodore Stump THEODORE STUMP 6/12/11

(Printed) Date

3642 CEDAR CREEK ROAD STAR TANNERY, VA

Address

UNITED STATES POSTAL SERVICE

06/21/2011

THEODORE STUMP

3642 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 83A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
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Signed,

Patricia G. Henning PATRICIA A. HENNING 6/3/11
(Printed) Date

77 DORAL DR MAURERTOWN VA 22644
Address

2ND HOME+OWNER OF 3704 CEDAR CREEK RD
STAR TANNERY, VA 22654

UNITED STATES POSTAL SERVICE

06/21/2011

PATRICIA A HENNING

77 DORAL DR
MAURERTOWN, VA 22644

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 84A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

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Signed,

[signature] Albert Esch 6-6-11
(Printed) Date

Address

UNITED STATES POSTAL SERVICE

06/21/2011

ALBERT ESCH

PO BOX 143
STAR TANNERY, VA 22654

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 85A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Signed,

William E. Nicholson Sr. WILLIAM E. NICHOLSON SR 05-31-11
(Printed) Date

6784 WARDENSVILLE GRADE STAR TANNERY, VA. 22654
Address

UNITED STATES POSTAL SERVICE

06/21/2011

WILLIAM E NICHOLSON SR

6784 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

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Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 86A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Signed, [signature]

XIAOLU ZHE (Printed)

5/30/2011 Date

500 Star Tannery Rd. Star Tannery, VA 22654
Address

UNITED STATES POSTAL SERVICE

06/21/2011

XIAOLU ZHE

500 STAR TANNERY RD
STAR TANNERY, VA 22654

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Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 87A

Michael Furey
District Manager
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Signed, Von R. Himelright + Sandra Himelright

Von + Sandra Himelright — 27 May 11

(Printed) — Date

338 Himelright Ln Star Tannery, VA 22654

Address

UNITED STATES POSTAL SERVICE®

06/21/2011

VON & SANDRA HIMELRIGHT

338 HIMELRIGHT LN
STAR TANNERY, VA 22654

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Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 39
PAGE 88A

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USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

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Signed,

Timothy J Keeler 5--30-11
(Printed) Date

614 Brocks Lane Star Tannery, Va. 22654
Address

UNITED STATES POSTAL SERVICE

06/21/2011

TIMOTHY KEELER

614 BROCKS LN
STAR TANNERY, VA 22654

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Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
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USPS, Northern Virginia
8409 Lee Highway
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Signed,

Raymond L. Sibert — Raymond L. Sibert (Printed) — June 1, 2011 (Date)

9186 Zepp Rd., Star Tannery, VA 22654-3304
Address

UNITED STATES POSTAL SERVICE

06/21/2011

RAYMOND L SIBERT

9186 ZEPP RD
STAR TANNERY, VA 22654

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DOCKET NO 22654
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Merrifield, VA 22081

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- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
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  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

[signature] MK Hausmann 6/1/2011
(Printed) Date

530 Hummingbird Ln Star Tannery VA 22654
Address

UNITED STATES POSTAL SERVICE

06/21/2011

M K HAUMANN

520 HUMMINGBIRD LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 91A

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

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Signed, Robert C. Hoffman

ROBERT C. HOFFMAN (Printed) Date 6-3-2011

Address P.O. BOX 65, STAR TANNERY, VA 22654

UNITED STATES POSTAL SERVICE

06/21/2011

ROBERT C HOFFMAN

PO BOX 65
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Oliver 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 38
PAGE 92A

RECEIVED
MAY 31 2011
Office of the PMG

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed, Lynn Oliver
Date: 5-27-2011

Name (printed): Lynn & Jason Oliver
Address: 485 Bushy Ridge Dr.
Star Tannery VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 928

UNITED STATES
POSTAL SERVICE

June 17, 2011

Lynn & Jason Oliver
485 Bushy Ridge Ln
Star Tannery, VA 22654

Dear Mr & Mrs. Oliver:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/17/2011

LYNN AND JASON OLIVER

485 BUSHY RIDGE DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 growth in the community. 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.

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You 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, window operations will be monitored to 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.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

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Sincerely,

Dennis F. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Potkowski' 22654 Northern Virginia

RECEIVED
JUN 1
Office of the PMG

RECEIVED
JUN .. 1 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

22654
38
948

DOCKET NO
ITEM NO
PAGE

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Signed,
Eugene A. Potkowski

Date: May 27, 2011

Name (printed): Eugene A. Potkowski

Address: 1605 Paddys Run Rd.
Star Tannery, Va. 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 948

UNITED STATES
POSTAL SERVICE

June 17, 2011

Eugene A Putlowski
1605 Paddys Run Rd
Star Tannery, VA 22654

Dear Mr Putlowski:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE®

06/17/2011

EUGENE A PUTKOWSKI

1605 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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Sincerely,

Dennis C. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Rohrbaugh 22654 Northern Virginia

RECEIVED
JUN 1 2011
USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER RESPONSE TEAM

RECEIVED
JUN 1 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

DOCKET NO 22654
ITEM NO 94
PAGE

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Signed,

Ervin E Rohrbaugh Ervin E. Rohrbaugh 5/27/11

(Printed) Date

7406 Zepp Road, Star Tannery, VA 22654

Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

DOCKET NO 22654
ITEM NO 38
PAGE 96B

June 17, 2011

Ervin Rohrbaugh
7406 Zepp Rd
Star Tannery, VA 22654

Dear Mr Rohrbaugh:

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Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/17/2011

ERVIN ROHRBAUGH

7406 ZEPP RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

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- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Dennis Voorhees, Operations Manager
Northern Virginia Postal Service
8409 Lee Hwy
Merrifield, VA 22081

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

6/13/11
Date

Name: WARREN H SMITH JR

Street Address: 530 TRAILS END DR

City/State/Zip: STAR TANNERY 22654

UNITED STATES POSTAL SERVICE

06/21/2011

WARREN H SMITH JR

530 TRAILS END DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

- You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

I am a Senior citizen - I left Fairfax County, 35 years ago because I don't like to drive in a lot of traffic. I wanted to get back to the slower life. I seldom go to Strasburg. I sometimes have to mail things that require a trip to the postoffice.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I think most of the people in this Postal Area think the Post office is very important part of our small community. We would have to be on the road a half of a day just to mail a Package

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.

It also offers a Job to someone who wants it. My Husband is handicapped And has to go with me every time I have to go anywhere

JUNE L. McFALL — June L. McFall

Name of Postal Customer — Signature of Postal Customer

258 BURR STONE LANE

Mailing Address

STAR TANNERY VA. 22654 — 6-15-11

City, State, and ZIP Code — Date

ROBERT H. McFALL

UNITED STATES POSTAL SERVICE

06/21/2011

JUNE L MCFALL

258 BURR STONE LANE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

Retrieving parcels will be a major inconvenience. Driving to Strasburg will entail a special trip and cost in the neighborhood of $8.00 to $9.00.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The convenience of having a P.O. close by - still a 8-mile round trip is very important. Mailing parcels; obtaining stamps etc.

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.

many of the postal patrons are, like us, retired who don't make frequent trips to Strasburg or other places to access a P.O. As it is, we're 1½ miles from our home To our mail box

CAROL ASHBY SMITH — Carol Ashby Smith
Name of Postal Customer — Signature of Postal Customer

530 Trail's End Drive
Mailing Address

STAR TANNERY, VA — 6/13/11
City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

06/21/2011

CAROL ASHBY SMITH

530 TRAILS END DR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Dennis Vorhees
Manager, p.o. operations
USPS
8409 Lee Highway
Merrifield VA 22081

June 9, 2011

Dear Mr. Vorhees,

We, the citizens and customers of the Star Tannery Post Office (22654) protest any change in the present status of our post office.

Among our chief concerns is the disparate impact such a closing would have on the community of elderly and disabled persons living in this mountainous region, who must -- if their post office is closed --drive farther and negotiate ever greater hurdles to mail or receive a package.

I would like to tell a small story:

On April 15 of this year I was in the Star Tannery Post Office buying stamps when a Mrs. Knowles arrived. Her husband had driven her from Zepp, about seven miles further down the road. We heard her halting steps and the postmistress rushed to open the door to this woman who wanted to collect a package. It could not be left at her mailbox, which had been vandalized -- along with one of her neighbor's -- the previous week. In any case this package was too large for most mailboxes, even rural ones.

The acting postmistress found the package and put it in Mrs. Knowles' arms, asking, "If I get the door, can you get the package?" Hearing an assent she then opened the door, and -- at the top of the outdoor landing, pointed to the handicapped ramp off to the right and suggested that -- with such a large package to manage -- perhaps Mrs. Knowles would like to take that route with its supportive railing? Then she came back inside and sold me stamps.

I imagine that neither Mrs. Knowles nor the acting postmistress remembers this small event. But the importance of ordinary human kindness in small moments should not be overlooked. This kind of care and concern cannot be duplicated by harried route deliverers standing outside in heat or cold. . And such moments once lost, are lost forever.

As our valley grows, there will be increasing numbers of Mrs. Knowles. Some will be baby boomers looking for respite from the harried pace of town life. They will miss the human pace of our facility without ever having experienced it. Some will be long-time residents. Our region is projected to grow greatly in coming decades. Will we leave the elderly and infirm to their own devices, or will we preserve the

personal care and attention the postal service is uniquely able to provide?.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg PO particularly unwelcome, as the Strasburg facility is not handicapped accessible. Substitution with other, further facilities are not a real option since some who currently use the Star Tannery facility already drive 7 and more miles over mountain roads to reach the present post office. A move to the inaccessible Strasburg facility would add 10 additional miles to this one-way trip. (For a one-way total of 17 miles, or 34 miles round trip.) Trips to other facilities would only be longer.

We ask you to pay close attention to the words of the Postal Regulation Act which mandates that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities.

The Postal Regulation Act is explicit in pointing this out. As your fellow U.S. citizens we ask you to give additional consideration to our service needs, in particular those of the elderly, the disabled and those living in extremely mountainous areas who are unduly affected by this proposed closing.

Sincerely yours,

Susan Tenenbaum

Susan Tenenbaum
791 Brill Rd.
Star Tannery, VA

Copy of original letter to:

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

SUSAN TENENBAUM

Name of Postal Customer

Signature of Postal Customer

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791 Bull Rd. Stanley VA 22654

Mailing Address

June 11, '11

Date

UNITED STATES POSTAL SERVICE

06/21/2011

SUSAN TENENBAUM

791 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

- You expressed a concern about growth in the community. 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.

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers and the need to travel to another office for service. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

- In addition, I would like to address the concerns you expressed in your letter to the Postmaster General that I have not covered.

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery

performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis P. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the STAR TANNERY 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.

This post office is only 4miles from my home & is very convient for me & my family to use. Its a friendly home atmisphere.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

If you need to stop to take care of business of mail very close to home.

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.

Dont Close.

Shaunda Rush — Shaunda Rush

Name of Postal Customer — Signature of Postal Customer

608 Mountain Falls Blvd

Mailing Address

Winchester Va 22602 — 6/17/11

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

06/21/2011

SHAWNDA RUSH

608 MOUNTAIN FALLS BLVD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Lawrence C. Tamek — Lawrence C. Tamek

Name of Postal Customer — Signature of Postal Customer

2136 Star Tannery Rd — 6/16/11

Mailing Address — Date

Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE

06/21/2011

LAWRENCE C TOMEK

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

  *Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

  *Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

  *Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

[signature] Terrence M. McGill 6-4-11
(Printed) Date

360 Timberline Ridge Rd, 22654
Address

UNITED STATES POSTAL SERVICE

06/22/2011

TERRENCE MCCALL

360 TIMBERLINE RIDGE RD
FORT VALLEY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 105B

Dennis Voorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Patricia M. Houston — June 1, 2011
(Printed) — Date

P.O. Box 303 / 302 Star Tannery 22654
Address

UNITED STATES POSTAL SERVICE®

06/22/2011

DAN & PATRICIA HOUSTON

PO BOX 103
, 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 106 A

Dennis Vorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

Sir,

This letter is a statement of my opposition to the closing of the Star Tannery, VA (22654) post office.

My family and I have lived in and around this community for many years. My wife Lisa and I now live in the house where I grew up. We are now raising our son Gatlin in Star Tannery. He is an active two and a half year-old whose mind is growing as fast as his body. He has grown to recognize the post office, calling out "post office" as we drive by, sadly mimicking me by adding "for now".

To many folks in this area, the closure of this post office will be more than just an inconvenience. It's no secret that Star Tannery is a "bedroom" community. Residents here commute to Winchester and other areas on a daily basis. In order to get to what would be our "home" post office in Strasburg, these commuters would have to travel at least 10 miles out of their way. Every day people drive to put in an honest day's work, every day passing a perfectly functional post office in Star Tannery that offers handicap access…that's not even available in Strasburg.

Please reconsider eliminating our post office in Star Tannery and explore other cost saving options, including reducing hours of operation to a part time basis.

Sincerely,

Terry Strosnider
2465 Gravel Springs Road
Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE®

06/22/2011

TERRY STROSNIDER

2465 GRAVEL SPRINGS RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 107A

Dennis Voorhees
2404 Lee Highway
Merifield, Va. 22081-4148

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery, Va. Post Office. The $40,000 reported on March 04, 2011 at the FireHall meeting or the less than $22,000 reported in the Postal System proposal is not a drop in the bucket to the Postal System budget, for this the people of Star Tannery are being told that they deserve no service and will be put in a dangerous situation. Some residents will have to drive up to 20+ miles to go to Strasburg for a post office that is not Handicap Accessible, We have been told that we can drive 8 more miles and go to Mountain, Va for residents that are Handicapped or disabled. The roads getting out of Star Tannery are dangerous especially in bad weather. We have been told to go to Strasburg, pull on Rt 11 and Blow the Horn

and. Someone will come out to the car, this might work at Star Tannery but not in Strasburg. If Star Tannery closes this will leave just Bare Va and Boyce Va with Post Offices west of Rt 81 in a 50 to 60 mile area, don't the people in the western part of the state deserve service.

Most residents of Star Tannery are older on a fixed income, with gas prices headed for a all time high putting Handicapd and disabled residents in a bad situation and everyone in a dangerous situation for not a drop in the bucket is uncalled for. Please reverse the closure.

Sincerely,

John C Jackson

Elaine J

3006 Cedar Ck Rd
Star Tannery, VA 22654

UNITED STATES POSTAL SERVICE

06/22/2011

JOHN JACKSON

3006 CEDAR CREEK RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

- 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 roadside mailboxes or Centralized Box Units. 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 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. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 108A

Lawrence C. Tomek
2136 Star Tannery Road
Star Tannery Virginia 22654

Mr. Dennis Vorhees
Manager, Post Office Operations
US Postal Service – Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

June 16, 2011

RE: Proposed closure of Star Tannery Post Office.

The commitment made by Mr. Vorhees for a "MOBILE POST OFFICE" to serve the Star Tannery area if the post office is closed, may provide the necessary services the residents need. This commitment was made in writing in documents published by USPS regarding the meetings about potential closure of the Star Tannery post office. Since the Strasburg post office is a considerable distance away combined with very limited parking and lack of handicap accessibility, it is apparent that the 'MOBILE POST OFFICE" concept and commitment was made to placate the large groups of enraged residents who attended the meetings.

My concern is that Star Tannery which is handicap accessible has an absurdly low monthly rental cost is apparently to be replace by the "MOBILE POST OFFICE" concept which certainly will cost a great deal more than the net approximately $21,000 savings USPS published in the closure literature.

How is the "MOBILE POST OFFICE" concept working in other areas where it was initiated? Is it acceptable to the Rural Carrier Union? Is it approved by Congress? How much will it inflate USPS costs.

I assume that the procedure for the "MOBILE POST OFFICE" not waiting for the postal customer as committed will require telephone calls to the Strasberg post office manager and supervisors until the "MOBILE POST OFFICE" turned around to get the requested transactions taken care of. I STRONGLY OBJECT to the proposal to close our post office and replace the services with the "MOBILE POST OFFICE" concept as not fully analyzed and being an issue that will cost USPS a great deal of time and money.

I STRONGLY REQUEST that our Star Tannery Post Office be kept open to potentially save the US Postal Service a great deal of money. The USPS should work on ways to enhance their services and provide efficient, low cost delivery service to the postal patrons, not making proposals that anger and get patrons extremely upset with USPS. This only causes your problems to snowball as these upset patrons will look for, pursue, and change to alternate methods of getting the services done. (UPS, FED-X and email are the things available currently).It is completely in your power to improve relations with postal patrons or make them bitter towards this historical, long time service provider. Remember your Congressional Mission---

Sincerely Yours,

Lawrence C. Tomek

DOCKET NO 221538
ITEM NO 38
PAGE 1088

Proposal to close Star Tannery Post Office

Mobile Post Office Concept

In literature and verbally in meetings, Mr. Vorhees put forth the concept that Postal Service business transactions could be effected by putting a note in the mail box. The rural carrier will beep their horn and the postal patron can come to the carrier to take care of business.

Many residents in our area live a great distance off the road so when the carrier does not advise the patrons they are there, There is no option but to call management to get the problem resolved. I live on the ridge behind the post office and my residence is about ¼ mile from my mail box. I doubt if I will be able to hear the carrier at my mailbox.

There probably will be a significant number of patrons who will need this service as they currently use Post Office boxes. Also, there are more elderly residents of the area than other areas such as Strasburg and Since Strasburg is a costly round trip away, these people will probably leave a note for the carrier.

From this proposal, I have coined the phrase "Mobile Post Office" which I used in my letter.

UNITED STATES POSTAL SERVICE®

06/22/2011

LAWRENCE TOMEK

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about the mobile post office concept. We refer to it as "Post Office On Wheels". This is not a new concept. Rural and Highway Contract Routes have been providing this service for decades. We are educating our customers about the services that are currently available to them. These services have been taken into consideration with their current route structures.

- You questioned the economic savings of the proposed closure. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Cedar Creek Valley Ruritan Club

DOCKET NO 22654
ITEM NO 38
PAGE 109A

Mr. Dennis Vorhees
Manager, Post Office Operations
US Postal Service-Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

June 16, 2011

RE: Proposed closing of StarTannery Post Office.

We STRONGLY OBJECT to the proposed closing of the Star Tannery Post Office. The Cedar Creek Valley Ruritan serves the Star Tannery-Zepp area. The Ruritan has worked closely with the community, as well as the residents and organizations serving the area. We have come to understand the needs and concerns of the residents very well. Our organization gives to the community financially, as well as providing services and support for those who need it. We strive to serve and help the community to our utmost. As a result, we have ascertained that this geographical area has a preponderance of elderly people, who are very proud, but many have special needs as well as financial needs.

The proposal to close the Star Tannery post office is a TREMENDOUS DISSERVICE to the residents of this area. We OBJECT and PROTEST vehemently to the proposed closure. The elderly people who are struggling now will have an additional financial hardship imposed upon them from the proposal to "use the Strasburg Virginia Post Office". Not only is it a $7.00 to $8.00 round trip, but parking at Strasburg is very limited. And more importantly, the Strasburg Post Office is not handicapped accessible. Regardless of why is exempted from the Americans with Disabilities Act, it is NOT CONDUCIVE to elderly people using the building for their postal transactions. On the other hand, the Star Tannery post office is handicapped accessible and has an extremely low rental, the lease renewal having been signed recently.

The proposal is EXTREMELY OBJECTIONAL as it appears the postal service has discriminated against an area with an elderly group of people for a change which will direct additional undue financial and emotional hardship on these people. The reason this appears to be discriminatory is that the postal service decided a couple of years ago to NOT fill the position of Postmaster when it became vacant. Also, the closure proposal and the results and hardships the residents will have put upon them are INCONSISTENT with the Postal Service's Congressionally mandated mission.

We STRONGLY urge the postal Service to reconsider the proposal to close the Star Tannery Post Office, but rather provide continue to service to the area residents, just as we, The Cedar Creek Valley Ruritan does.

Sincerely yours,

Lawrence C. Tomek
Committee to SAVE OUR POST OFFICE
Cedar Creek Valley Rurutan

UNITED STATES POSTAL SERVICE®

06/22/2011

RURITAN CLUB

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. However, the postal service provided alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- You expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 110A

Robert Engle
501 Brill Road
Star Tannery, VA 22654

June 13, 2011

Dennis Vorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I am writing this letter to let you know I am opposed to the proposed Closing of the Star Tannery Post Office. This post office has served the rural community for well over 100 years. Now the USPS wants to dimish the service to rural citizens. This is in opposition to the USPS mission statement, Congressional directives and the intent of the US constitution.

I have heard the financial arguments but have not seen an audited financial statement. Congress has expressly stated that Post Offices can't be closed for running at a deficit. The USPS must deal with their compensation and benefit costs to ever solve their ten plus billion dollar annual loss. Closing rural post offices and reducing services will have no effect on the losses.

The community needs the Postal services and viable alternatives have not been presented. The facilities are in good condition, and serves elderly and handicapped people well.

Without any convincing reasons for closure, I strongly urge you to keep this Local Post Office open.

Sincerely

Robert Engle

UNITED STATES POSTAL SERVICE

06/22/2011

ROBERT ENGLE

501 BRILL RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies.

- 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 roadside mailboxes or Centralized Box Units. 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.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis F. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 111 a

Kline 22654 Northern Virginia

RECEIVED
JUN - 2 2011
USPS HEADQUARTERS
GOVERNMENT RELATIONS

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
John W. Kline
Date: 5-29-2011

Name (printed): John W. Kline
Address: 344 Paddy's Run Rd.
Star Tannery, Va. 22654

DOCKET NO 22654
ITEM NO 38
PAGE III b

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

June 27, 2011

John W. Kline
344 Paddys Run Rd
Star Tannery, VA 22654

Dear Mr Kline:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

JOHN KLINE

344 PADDYS RUN RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You 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, window operations will be monitored to 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.

- You expressed a concern about growth in the community. 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.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654 Donahue 22654 Northern Virginia
ITEM NO 38
PAGE 113 a

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed: Matthew J Donahue

Date: 5-30-11

Name (printed): MATTHEW J. DONAHUE

Address: 367 McILWEE LN.
STAR TANNERY VA 22654

FROM ONE DONAHUE TO ANOTHER, OR SHOULD I SAY ONE IRISHMAN TO ANOTHER, PLEASE DON'T SHUT STAR TANNERY DOWN. THANK YOU.—

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 113 b

UNITED STATES
POSTAL SERVICE

June 27, 2011

Matthew J. Donahue
367 McILwee Ln
Star Tannery, VA 22654

Dear Mr Donahue:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

MATTHEW DONAHUE

367 MCILWEE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed a concern about growth in the community. 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.

- You 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, window operations will be monitored to 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.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

- You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees

Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Littleton 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 38
PAGE 115 a

RECEIVED
JUN -2 2011
USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER RESPONSE TEAM

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Raymond T. Littleton
Linda J. Littleton
Name of Postal Customer

Raymond T Littleton
Linda J Littleton
Signature of Postal Customer

16341 Wardensville Grade, Star Tannery, VA 22654
Mailing Address

5-31-2011
Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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PAGE 115 b

UNITED STATES
POSTAL SERVICE

June 27, 2011

Raymond & Linda Littleton
6341 Wardensville Grade
Star Tannery, VA 22654

Dear Mr & Mrs Littleton:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

RAYMOND T LITTLETON AND LINDA J LITTLETON

6341 WARDENSVILLE GRADE
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

  *Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

  *Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

  *Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis P. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Renner 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 35
PAGE 116 a

RECEIVED
MAY 31
Office of the PMG

RECEIVED
JUN 1 2011

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity – the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Mickey M. Renner Mickey M Renner 5/27/11
(Printed) Date

2610 Gravel Springs Rd Star Tannery VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 116 b

UNITED STATES
POSTAL SERVICE

June 27, 2011

Mickey M. Renner
2610 Gravel Springs Rd
Star Tannery, VA 22654

Dear Mr Renner:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

MICKEY RENNER

2610 GRAVEL SPRINGS RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 38
PAGE 117 a

The 22654 Northern Virginia

RECEIVED
JUN 1
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

5/30/2011
Date

Name: XIAOLU ZHE
Address: 500 Star Tannery Rd.
City/State/Zip: Star Tannery, VA 22654

DOCKET NO 22654
ITEM NO 38
PAGE 117 b

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

June 27, 2011

Xiaolu Zhe
500 Star Tannery Rd
Star Tannery, VA 22654

Dear Xiaolu Zhe:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

XIAOLU ZHE

500 STAR TANNERY
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

- You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

- You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Nicholson 22654 Northern Virginia

DOCKET NO. 22654
ITEM NO 38
PAGE 118 a

RECEIVED

JUN -2 2011

USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER RESPONSE TEAM

RECEIVED
JUN 1 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

William E Nicholson Sr 05-31-11
Date

Name: WILLIAM E. NICHOLSON SR.

Address: 6784 WARDENSVILLE GRADE

City/State/Zip: STAR TANNERY, VA. 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 118 b

UNITED STATES
POSTAL SERVICE

June 27, 2011

William E. Nicholson, Sr
6784 Wardensville Grade
Star Tannery, VA 22654

Dear Mr Nicholson, Sr:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/27/2011

WILLIAM NICHOLSON SR

6784 WARDENSVILLE GR
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

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- You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

- You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

- You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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PAGE 119

Repaske 22654 Northern Virginia

RECEIVED
JUN 1 2011
Office of the PMG

RECEIVED
JUN -2 2011
USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER RESPONSE TEAM

5-28-11

Dear Patrick Donahoe,

I am a resident of Star Tannery, Virginia and strongly oppose the closing of its Post Office.

The suggestion made to leave money and packages in our mail boxes is unreasonable. My mail box is ½ mile away from my house, through woods and over a bridge over Paddy Run. I cannot see or hear what is going on at the mail box.

I live about 5 miles from the Star Tannery Post Office making the trip to the Strasburg P.O. over 32 miles round trip, costing me over $8.00 in gas.

I am 85 years old and don't feel comfortable driving Rt 55 to Strasburg in winter weather. I am the editor of the Eastern Cashmere Association Newsletter. Whereas most members get it by electronic mail, some must get it in a timely manner by U.S.P.S.

There are many elderly retired people who don't drive anymore. They would hesitate asking someone for a 32 mile trip to and from the nearest postoffice (Strasburg)

We are a cohesive small community here. We have a church, a fire department, a small grocery store and a post office. Many retired people moved here because of those qualities. I think closing the Star Tannery Post Office would hasten the deterioration of country life in America. We would simply be a suburb of Strasburg.

Sincerely,
Anne Repaske

Anne Repaske
570 Paddy's Cove Ln.
Star Tannery, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 119 C

UNITED STATES
POSTAL SERVICE

June 27, 2011

Anne Repaske
570 Paddys Cove Ln
Star Tannery, VA 22654

Dear Ms Repaske:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

I have attached responses to your questions and inquiries in a letter that I had previous written to you dated June 17, 2011. This information will become part of the official record for the Discontinuance Study to officially close the Star Tannery Post Office.

If I may be of further assistance in this or any other postal matter related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

UNITED STATES POSTAL SERVICE

06/17/2014

ANNE REPASKE

570 PADDYS COVE LN
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

- You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

  *Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

  *Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

  *Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

  *Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

- You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis P. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DENNIS MORRIS SHENANDOAH COUNTY BOARD OF SUPERVISORS

DISTRICT 5
1685 Brook Creek Road
Toms Brook, Virginia 22660
Tel: 540-436-9149 Fax: 540-436-3101

DOCKET NO 22651
ITEM NO 38
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June 16, 2011

Mr. Dennis Vorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

RE: CLOSING OF THE STAR TANNERY VIRGINIA POST OFFICE

Dear Mr. Vorhees:

As a thirty year member of the Shenandoah County Board of Supervisors, I've tried over the years to represent and speak up for my constituents. Part of my large district includes the Cedar Creek Valley. Many of the people who live there patronize, visit regularly and support the Star Tannery Post Office.

Being in a rural area the availability of a post office is of utmost importance. Depending on where you live in the Star Tannery area many of its citizens would have to travel 8 to 12 miles one way to the next closest post office if the Star Tannery Post Office were to close.

In a rural community, identity is very important to its residents. The Star Tannery Post Office gives its community the identity it deserves.

As an elected official for local County Government I would urge you to reconsider your plans to close the Star Tannery Post Office and give the residents in that community the identity they deserve and the Post Office they love and respect.

Perhaps the worst case option would be to at least allow the Post Office to remain operational with reduced hours.

Your consideration of this matter will be very much appreciated.

Sincerely,

Dennis M. Morris/cms

Dennis M. Morris
Shenandoah County Board of Supervisor
District 5

Cc: Michael Furey, District Manager USPS
David Fields, Vice President Capitol Metro Area Operations USPS
Patrick Donahoe, Postmaster General, USPS
Jim Webb, United States Senator
Mark Warner, United States Senator
Frank Wolf, 10th District Representative
Bob Goodlatte, 6th District Representative
Jill Holtzman Vogel, Virginia State Senator
Gary Lofton, Frederick County Board of Supervisors

County of Shenandoah

BOARD OF SUPERVISORS

District 1 - Dick Neese 540.740.3414
District 2 - Steve Baker 540.477.3550
District 3 - David Ferguson 540.984.8777
District 4 - Sharon Baroncelli 540.331.4492
District 5 - Dennis Morris 540.436.9149
District 6 - Conrad Helsley 540.481.6167

600 N. Main Street, Ste 102
WOODSTOCK, VA 22664

Tel: 540.459.6165 Fax: 540.459.6168
www.shenandoahcountyva.us

OFFICE OF COUNTY ADMINISTRATION

Douglas C. Walker
County Administrator

Mary T. Price
Assistant County Administrator

DOCKET NO 22654
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PAGE 120 a

RESOLUTION OPPOSING THE CLOSING OF STAR TANNERY POST OFFICE

WHEREAS, the United States Postal Service has proposed to close the Star Tannery Post Office; and

WHEREAS, the community of Star Tannery, though not physically within the jurisdictional boundaries of Shenandoah County, is an integral part of the fabric of Shenandoah County; and

WHEREAS, many residents of Shenandoah County are served by the Star Tannery Post Office; and

WHEREAS, the closure of the Star Tannery Post Office threatens to disrupt the delivery of mail within the community and cause undue hardship to many citizens that rely on the Star Tannery Post Office for essential postal services; and

WHEREAS, many citizens of the community have voiced objections to the proposal to close the Star Tannery Post Office citing concerns with reduction in levels of service, loss of accessibility for the elderly and infirm, increases in travel distance to alternative postal facilities, and fundamental compliance with federal regulation and have asked the Board of Supervisors to join them in this cause.

NOW, THEREFORE, BE IT RESOLVED by the Shenandoah County Board of Supervisors that the United States Postal Service should give serious consideration to the significant negative impact to citizens within the Star Tannery community and service area should the proposed closure of the Star Tannery Post Office be implemented.

BE IT RESOLVED FURTHER that should the United States Postal Service persist in its efforts to close the Star Tannery Post Office that it explore other options for cost savings including, but not necessarily limited to, the transition of postal services to "level C" and thereby maintain at least partial postal operations within the Star Tannery community.

Unanimously adopted at a regularly scheduled meeting of the Shenandoah County Board of Supervisors on June 14, 2011

Conrad A. Helsley, Chairman
Board of Supervisors

ATTEST: _____
Douglas C. Walker, Clerk of the Board

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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UNITED STATES
POSTAL SERVICE

June 23, 2011

Dennis M. Morris
Shenandoah County Board of Supervisors
1685 Brook Creek Rd
Tomsbrook, VA 22660

Dear Supervisor Morris:

This is in response to your letter dated June 16, 2011 along with the *Resolution Opposing the Closing of Star Tannery Post Office* concerning efforts to maintain a postal service presence in the Star Tannery area.

There are currently 26,000 Post Offices where expenses exceed revenue including the Star Tannery Post Office. This office has less than 2 hours of work. Even reducing the number of hours that it currently operates, it would be difficult to justify maintaining a post office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

As a self-supporting government enterprise that receives no tax dollars to cover operating expenses, this creates a tremendous financial burden on the Postal Service. By streamlining operations and improving efficiencies across the board, the Postal Service will be able to protect its ability to provide affordable, universal mail service and meet the needs, demands and activities of its customers

You stated that the Star Tannery Post Office gives the community its identity. Customers that elect to receive their mail on the route that serves the community will continue to use the community name in the last line of their address. The Postal Service is helping to preserve the community identity by continuing the use of the community name and ZIP Code in addresses.

You expressed concern about the accessibility of postal services for the elderly and infirm. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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 Strasburg postmaster for more information.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

We have also been exploring the possibility of expanding alternate access by approaching local businesses about operating a Contract Postal Unit. At this time, there does not appear to be any interest in this program.

The study for the possible discontinuance of the Star Tannery Post Office will be complete in the very near future. A decision will be made about whether we will proceed with a formal proposal to discontinue the Star Tannery Post Office.

If it is decided to proceed with the discontinuance study a Final Determination would be posted. The Final Determination would be posted for 30 days at the Star Tannery and Strasburg Post Offices and would outline how to appeal the decision to the Postal Regulatory Commission.

Thank you for the opportunity to address your concerns.

Sincerely,

Dennis E. Voorhees

Dennis E. Voorhees

FRANK R. WOLF
10TH DISTRICT, VIRGINIA

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:

CHAIRMAN—COMMERCE-JUSTICE-SCIENCE

TRANSPORTATION-HUD

STATE AND FOREIGN OPERATIONS

CO-CHAIR—TOM LANTOS
HUMAN RIGHTS COMMISSION

RECEIVED
MAY - 6 REC'D
DISTRICT MANAGER
NORTHERN VA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 121

241 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-4610
(202) 225-5136

13873 PARK CENTER ROAD
SUITE 130
HERNDON, VA 20171
(703) 709-5800
(800) 945-9653 (IN STATE)

110 NORTH CAMERON STREET
WINCHESTER, VA 22601
(540) 667-0990
(800) 850-3463 (IN STATE)

wolf.house.gov

Congress of the United States
House of Representatives

May 4, 2011

* SUSPENSE ITEM *
DISTRICT MANAGER, CS&S
SUSPENSE NO. 2005 DUE DATE 5/12

Mr. Mike Furey
District Manager
United States Postal Service, Merrifield
8409 Lee Hwy
Merrifield VA 22081

Dear Mr. Furey:

I have enclosed a letter which I received from one of my constituents, Susan Tenenbaum, regarding a matter under your department's jurisdiction.

I would appreciate it if you would review the enclosed correspondence and address the issues it discusses. It would be helpful if you would address your response to me, to the attention of my staff assistant, Judy McCary at my Herndon office.

Thank you for your time and courtesy in being attentive to the concerns of my constituent.

With kind regards,

Best wishes.

Sincerely,

Frank R. Wolf
Member of Congress

FRW:doil

THIS STATIONERY PRINTED ON PAPER MADE OF RECYCLED FIBERS

M[illegible]Cary, Judy

Subject: RE: Post Office Closing - some stats needed

DOCKET NO 2265Y
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PAGE 121 a

----- Original Message -----
From: Susan Tenenbaum [mailto:suetenenbaum@gmail.com]
Sent: Tuesday, May 03, 2011 01:28 PM
To: Cannon, Mary Ann
Subject: Post Office Closing - some stats needed

Hello, Ms. Cannon,

This is a follow-up to the community meeting on the closing of the Star Tannery post office that you kindly attended on March 9. Despite intense community opposition, the closing was formally proposed a week ago.

A group of us are contesting this action both on procedural and substantive grounds and thought your office might have access to data that might help our case:

1. We feel the post office underrepresented our community by counting only post office box holders (36) rather than residents or even households affected by the closing.

In addition, it is not just the residents of Star Tannery who will feel its impact, but those of other small mountain communities nearby who, having no post office of their own, use this one. Do you have statistics on the number of residents of Zepp, Mountain Falls, and Wardensville, W. Va all of whom would be affected by this closing?

2. Since the proposed closing would have extraordinary and disparate impact on the elderly, we wondered if there

are statistics on the proportion of the population of the tenth district that is elderly. Or -- more to the point -- if perhaps there is information on the portion of the tenth district served by the Star Tannery postal facility, which means not just residents of our small hamlet , but of the mountain communities of Zepp, Mountain Falls, and Wardensville, W. Va (which has no full-service facility) as well. I don't know whether census or other data is sufficiently detailed to provide this information, but you might be able to ask the Congressional Research Service to help us on this.

3. We also hope to show that ours is a growing area which will need more -- not less - mail service in the future as more baby-boomers retire and move away from the big city. Are there projections of likely population growth in the western 10th district? We would follow up any leads you can give us.

Thanks in advance for your help. All ideas and suggestions are welcome. We hope to complete our case within the month and I look forward to coming out and meeting with you sometime during this process.

Sincerely,

Susan Tenenbaum
540 929-0054 (rings home and cell)
for the Post Office Working Group
Star Tannery, VA

DISTRICT MANAGER/LEAD EXECUTIVE
CUSTOMER SERVICE AND SALES
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
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UNITED STATES POSTAL SERVICE

May 12, 2011

The Honorable Frank R. Wolf
Member of Congress
13873 Center Road, Suite 130
Herndon, VA 20171

Attention: Judy McCary

Dear Congressman Wolf:

This is in response to your letter dated May 4, 2011 concerning an inquiry from your constituent, Susan Tenenbaum, regarding the potential discontinuance of the Star Tannery Post Office.

The study for the possible discontinuance of the Star Tannery Post Office is not complete at this time. A formal proposal has been posted and will remain posted for 60 days allowing additional community feedback concerning the proposal.

Ms. Tenenbaum expressed concern that the customers of Star Tannery were under represented by counting only Post Office Box Holders. The rural route for Star Tannery is located in Strasburg. The Strasburg Post Office is administratively responsible for this route. To ensure that all Star Tannery Customers had an opportunity for comment, the rural route customers were included when the questionnaires and notice of community meeting were disseminated. In addition, questionnaires and the notice of the community meeting were available in the retail lobby at Star Tannery and any customers that utilized the post office from the Zepp, Mountain Falls and Wardensville areas would have had an opportunity for comment.

Our records show that the Star Tannery Delivery Area has experienced an average growth rate of 1.2% per year. The Star Tannery rural route would be able to effectively absorb this growth rate. I do not have any data concerning the percentage of elderly citizens in the Star Tannery Area.

After community feedback is taken into consideration and only if we feel that regular and effective service can be provided to our customers in the Star Tannery area, a Final Decision would be posted at the Star Tannery and Strasburg Post Offices to officially discontinue the Star Tannery Post Office. This Final Decision would remain posted for 30 days and would outline the method to appeal the decision to the Postal Regulatory Commission.

Thank you for the opportunity to address Ms. Tenenbaum's concerns.

Sincerely,

Michael S. Furey

cc: Dennis Voorhees, Manager, Post Office Operations

8409 LEE HIGHWAY
MERRIFIELD VA 22081-9996
703-698-8464
FAX: 703-698-8500

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COMMONWEALTH OF VIRGINIA

HOUSE OF DELEGATES

RICHMOND

BEVERLY J. SHERWOOD
POST OFFICE BOX 2014
WINCHESTER, VIRGINIA 22604

TWENTY-NINTH DISTRICT

COMMITTEE ASSIGNMENTS:
MILITIA, POLICE AND PUBLIC SAFETY (CHAIRMAN)
APPROPRIATIONS
AGRICULTURE, CHESAPEAKE AND NATURAL RESOURCES
RULES

June 9, 2011

Mr. Dennis Voorhees, Manager
Post Office Operations for Northern VA District
8409 Lee Highway
Merrifield, VA 22081-9998

Dear Mr. Voorhees:

As the House of Delegates representative of the 29th District, I would like to be on record opposing the closing of the Star Tannery Post Office. This rural Post Office is a life line to many of the folks who live in Star Tannery. I think you will agree that this community has certainly turned out to let you know how strongly they feel about keeping the Post Office open.

The eleven mile trip to Strasburg is going to be a major hardship for many of the patrons who rent postal boxes and depend on the boxes for their medications and checks.

I would add, that the Post Office efforts to consolidate and move facilities to central locations is not a wise move from a Homeland Security standpoint.

There are certainly alternatives to closing the Post Office entirely. Opening the Post Office a few days a week, or cutting the number of hours a day it is open. We need to think of new ways to serve the public without shutting all doors. There was a suggestion made on the Editorial Page of the Winchester Star too declassify the post office to a "Level3" facility. Why has that alternative not been suggested by USPS officials.

Sincerely,

Beverly J. Sherwood, Delegate
Virginia House of Delegates
29th District

BJS/cs
CC: The Honorable Frank Wolf
The Honorable Mark Warner
The Honorable Jim Webb

DISTRICT: (540) 667-8947 • FAX: (540) 667-8960 • RICHMOND: (804) 698-1029
E-MAIL: DELBSHERWOOD@HOUSE.VIRGINIA.GOV

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 38
PAGE 122 9

UNITED STATES
POSTAL SERVICE

June 23, 2011

Honorable Beverley Sherwood
Virginia House of Delegates
PO Box 2014
Winchester, Va 22604

Dear Delegate Sherwood:

This is in response to your letter dated June 16, 2011 concerning efforts to maintain a postal service presence in the Star Tannery area.

There are currently 26,000 Post Offices where expenses exceed revenue including the Star Tannery Post Office. This office has less than 2 hours of work. Even reducing the number of hours that it currently operates, it would be difficult to justify maintaining a post office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

As a self-supporting government enterprise that receives no tax dollars to cover operating expenses, this creates a tremendous financial burden on the Postal Service. By streamlining operations and improving efficiencies across the board, the Postal Service will be able to protect its ability to provide affordable, universal mail service and meet the needs, demands and activities of its customers

You expressed concern about the hardship to customers that have Post Office Boxes that depend on the boxes for their medications and checks. If the decision is made to permanently close the Star Tannery Post Office, we will look at ways to provide alternative Post Office Box Services to the customers. This may include erecting two Cluster Box Units at an outside location if we can find an appropriate location to install them. These units are locked and provide security for the contents.

We have also been exploring the possibility of expanding alternate access by approaching local businesses about operating a Contract Postal Unit. At this time, there does not appear to be any interest in this program.

As for consolidating and moving facilities to centralized locations, this is occurring across the nation. A realignment of these offices is necessary to match today's community activity and usage, as well as mail volume and other postal resources.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

The study for the possible discontinuance of the Star Tannery Post Office will be complete in the very near future. A decision will be made about whether we will proceed with a formal proposal to discontinue the Star Tannery Post Office.

If it is decided to proceed with the discontinuance study a Final Determination would be posted. The Final Determination would be posted for 30 days at the Star Tannery and Strasburg Post Offices and would outline how to appeal the decision to the Postal Regulatory Commission.

Thank you for the opportunity to address your concerns.

Sincerely,

Dennis E. Voorhees

Dennis E. Voorhees

UNITED STATES POSTAL SERVICE®

A. Office

Name: STAR TANNERY State: VA Zip Code: 22654
Area: CAPITAL METRO District: NORTHERN VIRGINIA PFC
Congressional District: 10th County: Frederick
EAS Grade: 11 Finance Number: 518544

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: Dennis Voorhees Date: 06/27/2011
Title: NORTHERN VIRGINIA PFC Post Office Review Coordinator
Tele No: (540) 667-3352 Fax No: (540) 662-8130

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	95
Favorable comments	0
Unfavorable comments	94
No opinon expressed	1
Total comments returned	95

Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

2. Concern (UnFavorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

3. Concern (UnFavorable):
Customer expressed a concern about the handicap accessibility of the Strasburg Post Office

Response:
You expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. However, the postal service provided alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier or local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

4. Concern (UnFavorable):
Customer expressed concern about the mobile post office concept.

Response:
You expressed concern about the mobile post office concept. We refer to it as "Post Office On Wheels". This is not a new concept. Rural and Highway Contract Routes have been providing this service for decades. We are educating our customers about the services that are currently available to them. These services have been taken into consideration with their current route structures.

5. Concern (UnFavorable):
Customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:
You expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

6. Concern (UnFavorable):
Customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:
You expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

7. Concern (UnFavorable):
Customer suggested the post office be run by volunteers with postal experience to offset cost.

Response:
You suggested that the post office be run by volunteers with postal experience to offset cost. There are currently no provisions to allow volunteers to run and operate a post office.

8. Concern (UnFavorable):
Customers asked why their Post Office was being discontinued while others were retained.

Response:
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

9. Concern (UnFavorable):
Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:
The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

10. Concern (UnFavorable):
Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

Concern (UnFavorable):

11. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

Concern (UnFavorable):

12. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

Concern (UnFavorable):

13. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery time

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

Concern (UnFavorable):

14. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

Concern (UnFavorable):

15. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times.

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

Concern (UnFavorable):

16. Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times.

Response:

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

Concern (UnFavorable):

17. Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

Response:

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

Concern (UnFavorable):

18. Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

Response:

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

Concern (UnFavorable):

19. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers and the need to travel to another office for service.

Response:

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers and the need to travel to another office for service. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

Concern (UnFavorable):

20. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for Service and the Strasburg Post Office not have off street parking.

Response:

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

Concern (UnFavorable):

21. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having adequate street parking.

Response:

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped

Customers having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

Concern (UnFavorable):

22. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having adequate street parking.

Response:

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

Concern (UnFavorable):

23. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking.

Response:

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

Concern (UnFavorable):

24. Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, it was not in compliance with the Americans with Disability Act, having to travel to another office for service and the Strasburg Post Office not having off street parking.

Response:

You expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act, having to travel to another office for service and the Strasburg Post Office not have off street parking. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. Most retail transactions do not require a visit to the post office. However the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

25. Concern (UnFavorable):
Customers expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure.

Response:

You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

26. Concern (UnFavorable):
Customers expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure.

Response:

You expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

27. Concern (UnFavorable):
Customers expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure.

Response:

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

28. Concern (UnFavorable):
Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

Concern (UnFavorable):

29. Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response:

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

Concern (UnFavorable):

30. Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response:

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

*Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

*Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

*Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

*Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

Concern (UnFavorable):
31. Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response:
You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as

*Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

*Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

*Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

*Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

Concern (UnFavorable):
32. Customers felt the loss of the Post Office would hurt the home based businesses.

Response:
You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

Concern (UnFavorable):
33. Customers felt the loss of the Post Office would hurt the home based businesses.

Response:
You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

Concern (UnFavorable):
34. Customers question the economic savings of the closure.

Response:
You questioned the economic savings of the proposed closure. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

Concern (UnFavorable):
35. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:
You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

Concern (UnFavorable):
36. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:
You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

Concern (UnFavorable):
37. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:
You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

Concern (UnFavorable):
38. Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

Concern (UnFavorable):
39. Customers stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents of other communities use the post office.

Response:
You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):
40. Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response:
You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the

Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

Concern (UnFavorable):
41. Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response:
You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

Concern (UnFavorable):
42. Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response:
You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

Concern (UnFavorable):
43. Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response:
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. window operations will be monitored to 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.

Concern (UnFavorable):
44. Customers were concered why the postmaster position was not filled.

Response:
All management positions were frozen in anticipation of the reorganization efforts.

Concern (UnFavorable):
45. Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):
46. Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (UnFavorable):
47. Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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.

Concern (UnFavorable):
48. Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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 Strasburg postmaster for more information.

Concern (UnFavorable):
49. Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response:
You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

Concern (UnFavorable):
50. Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response:
You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

Concern (UnFavorable):
51. Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response:
You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

Concern (UnFavorable):
52. Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response:
You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies.

Concern (UnFavorable):
53. Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response:
You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated

as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

Concern (UnFavorable):
54. Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response:

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

Concern (UnFavorable):
55. Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response:

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

Concern (UnFavorable):
56. Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response:

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

57. Concern (UnFavorable):
Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response:

You expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (No Opinion):
No Concern

Response:

Concern (UnFavorable):
2. Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

Response:

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

3. Concern (UnFavorable):
Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

Concern (UnFavorable):
4. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response:

You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

Concern (UnFavorable):
5. Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response:

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

6. Concern (UnFavorable):
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.

7. Concern (UnFavorable):
Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

UNITED STATES POSTAL SERVICE®

06/27/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
STAR TANNERY
Docket Number 1383312 - 22654

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

MICHAEL FUREY
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	STAR TANNERY, VA, 22654-9998
EAS Level:	11
District:	NORTHERN VIRGINIA PFC
County:	Frederick
Congressional District:	10th
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	36
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	36

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
04/01/2009	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
11/29/2010	District manager authorization to study.
02/09/2011	Questionnaires sent to customers. Number sent: 386 Number Returned: 118 Analysis: Favorable 7 Unfavorable 8 No Opinion 103
06/22/2011	Petition received. Number of signatures: 315 Concerns expressed: Proposal is in violation of Title 39 USC 101(b) by not providing a maximum degree of effective and regular services to rural areas. Proposal is in violation of Title 39 USC 401(2)by not taking into consideration the effect on the community served by the post office.
03/29/2011	Congressional inquiry received: Yes Concerns expressed: Expressed concerns about providing postal services to the community.
04/18/2011	Proposal and checklist sent to district for review.
04/08/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
04/18/2011	Proposal and invitation for comments posted and round-dated.
06/27/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 94 No Opinion 1 95
None	Premature PRC appeal received. Concerns expressed:
04/14/2011	Updated PS Form 4920 completed (if necessary).
06/27/2011	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:

DENNIS VOORHEES Name/Title	(540) 667-3352 Telephone Number
DENNIS VOORHEES District Post Office Review Coordinator	(540) 667-3352 Telephone Number

UNITED STATES POSTAL SERVICE®

06/30/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Star Tannery Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Dennis Voorhees, Post Office Review Coordinator, at (540) 667-3352 or Dennis Voorhees Manager Post Office Operations.

MICHAEL FUREY
DISTRICT MANAGER
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4K/P1383312.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, CAPITAL METRO Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the STAR TANNERY was received by 07/06/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note**: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO 22654
ITEM NO 47
PAGE 1

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE STAR TANNERY, VA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Star Tannery, VA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Strasburg Post Office, located 11 miles away.

The postmaster position became vacant when the postmaster retired on April 01, 2009. 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 was studied for possible closing or consolidation due to the following reasons: This office had less than two hours of workload per day in Fiscal Year 2010. Rural Route carrier service can provide effective and regular service to the Star Tannery Community.

The Star Tannery Post Office, an EAS-11 level, provides service from 08:30 to 13:30 - 14:00 to 17:00 Monday - Friday , 09:00 to 13:00 Saturday and lobby hours of 08:30 to 1700 on Monday - Friday and 09:00 to 1300 on Saturday to 36 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 28 transaction(s) accounting for 28 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: $37,316 (97 revenue units) in FY 2008; $35,163 (92 revenue units) in FY 2009; and $31,355 (82 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 09, 2011, representatives from the Postal Service were available at Star Tannery Volunteer Fire Department, Star Tannery, VA to answer questions and provide information to customers. 100 customer(s) attended the meeting.

On February 09, 2011, 386 questionnaires were distributed to delivery customers of the Star Tannery Post Office. Questionnaires were also available over the counter for retail customers at the Star Tannery Post Office. 118 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 8 unfavorable, and 103 expressed no opinion.

One congressional inquiry was received on March 29, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Strasburg Post Office, an EAS-20 level office. Window service hours at the Strasburg Post Office are from 09:00 to 17:00, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 22 post office boxes available.

The proposal to close the Star Tannery Post Office was posted with an invitation for comment at the Star Tannery Post Office and Strasburg Post Office from April 19, 2011 to June 20, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

   Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

2. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

   Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

3. **Concern:** Customer expressed concern about the mobile post office concept.

DOCKET NO 22654
ITEM NO 47
PAGE 3

Response: The customer expressed concern about the mobile post office concept. We refer to it as "Post Office On Wheels". This is not a new concept. Rural and Highway Contract Routes have been providing this service for decades. We are educating our customers about the services that are currently available to them. These services have been taken into consideration with their current route structures.

4. **Concern:** Customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response: The customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

5. **Concern:** Customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response: The customer expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

6. **Concern:** Customer suggested the post office be run by volunteers with postal experience to offset cost.

Response: The customer suggested that the post office be run by volunteers with postal experience to offset cost. There are currently no provisions to allow volunteers to run and operate a post office.

7. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

9. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

10. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

11. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times.

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

12. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery time

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

13. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

14. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times.

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

15. **Concern:** Customers expressed concern that carriers delivering and picking up packages would negate the cost savings; require hiring more carriers and cause delays in delivery times.

Response: The customer expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

16. **Concern:** Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

Response: The customer expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

17. **Concern:** Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

Response: The customer expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

18. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers and the need to travel to another office for service.

Response: The customer expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers and the need to travel to another office for service. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

19. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for Service and the Strasburg Post Office not have off street parking.

Response: The customer expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

20. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having adequate street parking.

Response: The customer expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

21. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having adequate street parking.

Response: The customer expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

22. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking.

Response: The customer expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

23. **Concern:** Customers expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, it was not in compliance with the Americans with Disability Act, having to travel to another office for service and the Strasburg Post Office not having off street parking.

Response: The customer expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act, having to travel to another office for service and the Strasburg Post Office not have off street parking. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disa

24. **Concern:** Customers expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure.

Response: The customer expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

25. **Concern:** Customers expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure.

Response: The customer expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

26. **Concern:** Customers expressed concerns that mail box vandalism was underreported and rural mail boxes were not secure.

Response: The customer expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

27. **Concern:** Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

28. **Concern:** Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response: The customer expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

29. **Concern:** Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response: The customer expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

*Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

*Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

*Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

*Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

30. **Concern:** Customers felt the loss of the Post Office would hurt the home based businesses and require traveling to another post office for services.

Response: The customer expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, the postal service provides alternative services such as:

*Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

*Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

*Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

*Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

31. **Concern:** Customers felt the loss of the Post Office would hurt the home based businesses.

Response: The customer expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

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Response: The customer expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

33. **Concern:** Customers question the economic savings of the closure.

Response: The customer questioned the economic savings of the proposed closure. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

34. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response: The customer questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

35. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response: The customer questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

36. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

Response: The customer questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

37. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

38. **Concern:** Customers stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents of other communities use the post office.

Response: The customer stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

39. **Concern:** Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response: The customer stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

40. **Concern:** Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response: The customer stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

41. **Concern:** Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

Response: The customer stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

42. **Concern:** Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response: 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, window operations will be monitored to 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.

43. **Concern:** Customers were concered why the postmaster position was not filled.

Response: All management positions were frozen in anticipation of the reorganization efforts.

44. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

45. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

46. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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.

47. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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 Strasburg postmaster for more information.

48. **Concern:** Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response: The customer expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

49. **Concern:** Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response: The customer expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

50. **Concern:** Customers were concerned about the lack of PO Boxes at the Strasburg Post Office.

Response: The customer expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

51. **Concern:** Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response: The customer expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies.

52. **Concern:** Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response: The customer expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

53. **Concern:** Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

Response: The customer expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

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Response: The customer expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

55. **Concern:** Customers were concerned that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons.

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Response: The customer expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about leaving money in the mailbox

   Response: The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

2. **Concern:** Customer expressed a concern about leaving money in the mailbox

   Response: The customer expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two local reports made at the local office within the past year of possible mail theft. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. **Concern:** Customer expressed a concern about leaving movey in the mailbox

   Response: The customer also expressed a concern about leaving mail in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tannery area. Their records indicate that there has not been any report of mail theft or vandalism in the area.

4. **Concern:** Customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times.

   Response: The customer expressed a concern about not being able to use the carrier to conduct business due to irregular arrival times. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. **Concern:** Customer expressed a concern about package delivery

   Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If security is an issue, you can request that packages too large for the mail box and no one is at home to receive them, to be not delivered and arrangements made for delivery for when someone is home.

6. **Concern:** Customer expressed a concern about package delivery

   Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day.

7. **Concern:** Customer expressed a concern about package delivery

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Response: The customer expressed a concern about package delivery. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If they cannot deliver during inclement weather, a customer can call and arrange for delivery on another day. If you have issues with the delivery of packages to your home, you should contact the postmaster of Strasburg at 540 465-4586.

8. **Concern:** Customer expressed a concern about package delivery and pickup

Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

9. **Concern:** Customer expressed a concern about the handicap accessibility of the Strasburg Post Office

Response: The customer expressed concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to all customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not within the purview of the Act. However, the postal service provides alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchases and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities. The nearest accessible post office is located 8 miles away in Maurertown, VA.

10. **Concern:** Customer expressed a concern about the length of time it took to receive mail.

Response: The customer expressed a concern about the length of time it takes to receive your mail. I have referred your concern to the postmaster of Strasburg. She will monitor your mail in an effort to determine and correct any delays of delivery of your mail.

11. **Concern:** Customer expressed concern that the Star Tannery had longer retail hours than the Strasburg Post Office

Response: The customer stated that the Star Tannery Post Office has longer retail hours than the Strasburg Post Office. The numbers of hours that the retail windows are open are the same for both offices Monday through Friday. Star Tannery is open an hour longer on Saturdays. The window transactions conducted at the Star Tannery Post Office does not justify the number of hours that they are open. Strasburg has twenty four hour access in their lobby for Post Box Customers.

12. **Concern:** Customer felt that a postmaster should be selected with a limited number of years of service to pay less salary

Response: The customer suggested that a postmaster should be selected with a limited number of years of service to pay less salary. When postmasters are selected, they are chosen according who is best qualified. Years of service and salary can not be consdieratons during the selection process.

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13. **Concern:** Customers expressed concern about collection of outgoing mail

Response: The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

14. **Concern:** Customers expressed concern about collection of outgoing mail

Response: The customer expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. We will look at the possiblity of locating a collection box in the Star Tannery area.

15. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox due to vandalism. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Strasburg Post Office but it is located approximately 11.2 miles away.

16. **Concern:** Customers expressed concern for loss of community identity

Response: The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

17. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about keeping your ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

18. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity since you are building a community. 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

19. **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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

20. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

21. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of your address and ZIP code. The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

22. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the post office being the center of the community and 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 Star Tannery Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

23. **Concern:** Customers expressed concern over the dependability of rural route service

Response: The customer expressed a concern over the dependability of the rural route carrier. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. If you have any concerns about your carrier, you should contact the postmaster of Strasburg at 540 465-4586.

24. **Concern:** Customers felt the post office should remain open since they paid taxes

Response: The customer expressed a concern that since the people of your community paid taxes, the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

25. **Concern:** Customers felt the route should emanate from Winchester because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Winchester may be closer for some customers, Strasburg is closer for others.

26. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

27. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

28. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office

Response: The customer stated that you would miss the courteous and friendly service you receive. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

29. **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 Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

30. **Concern:** Customers were concerned about growth in the community

Response: The customer expressed a concern about growth in the community. 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.

31. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery

Response: The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Current checks and stationary can be used until it is time to order again.

32. **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.

33. **Concern:** Customers were concerned about mail security

Response: The customer expressed a concern about the security of mail and identity theft. 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.

34. **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.

35. **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. There are various sizes of mail boxes that are available. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

36. **Concern:** Customers were concerned about mailing international packages

Response: The customer expressed concern about mailing international packages. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com. In addition, if you pay the postage by the Click and Ship option, packages weighing over 13 ounces can still be pick up.

37. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. I have referred your concern about the carrier not delivering parcels to the postmaster of Strasburg for follow up.

38. **Concern:** Customers were concerned about obtaining large parcels

Response: The customer expressed a concern about obtaining large parcels since your house is about a mile from your mail box. Large parcels may be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

39. **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.

40. **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 roadside mailboxes. 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 Straburg postmaster for more information.

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42. **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 roadside mailboxes. 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 Strasburg postmaster for more information. You also expressed concern about having to pay postage to return the questionnaire. The return envelope did not require a stamp. Postage was already paid by a permit imprint in the upper right corner of the envelope. I have attached a stamp for your convenience.

43. **Concern:** Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response: The customer expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option or to to privatize the postal service.

44. **Concern:** Customers were concerned that we should discontinue Saturday delivery instead of discontinuing the post office

Response: The customer expressed a concern that the post office should discontinue Saturday delivery instead of discontinuing the post office. The postal service currently does not have the authority to discontinue Saturday delivery. Congress would have to pass legislation to allow this option.

45. **Concern:** Customers were concerned that we should reduce the hours that the Post Office is open instead of discontinuing the office

Response: The customer expressed a concern that the post office should reduce the number of hours of operations instead of discontinuing the office. The workload for the office does not coincide even with reduced number of hours of operation.

46. **Concern:** Location of Community Meeting

Response: The customer expressed concern about the community meeting being held in Strasburg, VA. The meeting location has been changed to the Star Tannery Volunteer Fire Department.

47. **Concern:** You 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 due to your work schedule. 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.

48. **Concern:** You 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 and other offices do not have a location that you can park your school bus. 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.

49. **Concern:** You 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.

50. **Concern:** You 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. Free carrier pickup is available from your carrier for packages when your regular mail is delivered. This service is available for Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. You can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com.

51. **Concern:** You 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. The postal service has more than 63,000 expanded access locations to purchase stamps. Nearly 35% of all stamp sales generate from these locations. Many grocery stores, drug stores, convenience stores and large businesses such as Costco, and Office Depot sell stamps.

52. **Concern:** Customer expressed concern about not being able to buy stamps at the post office.

Response: The postal service has many alternate access locations where stamps can be purchased other than at the post office. Some of the additional locations include • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

53. **Concern:** Customer was concerned that the decision has already been made to discontinue the Star Tannery Post Office.

Response: The decision has not been made to discontinue the Star Tannery Post Office. The community meeting is part of the review process. Feedback from the community meeting will be taken into consideration before a formal proposal is made.

54. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response: Customers asked why the Star Tannery post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

55. **Concern:** Customers expressed a concern about leaving money in the mailbox

Response: Customers expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Star Tanney Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. There has been two reports to the local office about possible mail theft or vandalism. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

56. **Concern:** Customers expressed a concern about package delivery and pickup

Response: Customers expressed concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

57. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the Strasburg Post Office to pick up their mail

Response: Customers expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Strasburg

postmaster.

58. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: Customers expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

59. **Concern:** Customers felt the postal service should close offices in the urban areas to save more money rather close the Star Tannery Post Office.

Response: The postal service is reviewing postal facilities in larger cities for consolidation opportunities to save money.

60. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Star Tannery Post Office.

Response: Customers stated that they would miss the courteous and friendly service they receive at the Star Tannery Post Office. Courteous and helpful service will be provided by personnel at the Strasburg Post Office and from the carrier. Special assistance will be provided as needed.

61. **Concern:** Customers stated the customer lines were long at the Strasburg Post Office

Response: Customers expressed a concern about the waiting time at the Strasburg Post Office. The Strasburg Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Strasburg postmaster so she 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.

62. **Concern:** Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office.

Response: Customers stated the postal service should address the Retiree Prefunding requirement and reduce the number of delivery days instead of closing their post office. The Postal Service currently does not have the ability to undertake these actions. We are working with Congress to pass legislation to give us this ability.

63. **Concern:** Customers were concerned about obtaining services from the carrier

Response: Customers were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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 US 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.

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 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 final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Star Tannery is an unincorporated community located in Frederick County. The community is administered politically by Frederick County Virginia. Police protection is provided by the Frederick County Sherriff Department. Fire protection is provided by the Star Tannery Volunteer Fire Department. The community is comprised of Commuters and self employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Star Tannery Fire Department, Star Tannery Rescue Squad,Gravel Springs Lutheran Church, Mountain View Methodist Church, Tree Banks Property Owners Assoc, Robert Kinkaid Assoc Officer, Auto Ease Inc, Fred Nissen Atty, Wymer Excavating and Grading Corp, Diane Barry EBAY sales, Eastern Cashmere Assoc, Martha Heisel Dog Rescue,Ben Morrell Stamp Collector, Virginia Onsite Wastewater Recyling Assoc, North Mountain Doves, 4 Corners Bar & Grill, Star Market, Volvox Consultants, Wheel Horse Tractor Assoc, Star Tannery Sand & Gravel, Wes Rudolph Historian, Laurie Munk, Telecommuter & Mailer, Pembrook Springs Retreat . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the Post Office will also be available at the Strasburg 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:

1. **Concern:** Customer expressed a concern about nonpostal services

   Response: The customer expressed a concern about nonpostal services. Nonpostal services provided at the Star Tannery Post Office will be available at the Strasburg Post Office. Government forms normally provided by the post office will also be available at the Strasburg Post Office or by contacting your local government agency.

2. **Concern:** Customers expressed concern for loss of community identity

   Response: The Postal Service is helping to preserve community identity by continuing the use of the Star Tannery name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. **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 roadside mailboxes. 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 Strasburg postmaster for more information.

4. **Concern:** Customers expressed concern that carriers delivering and picking up packages would require hiring more carriers and cause poor delivery performance.

   Response: The customer expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

5. **Concern:** Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

   Response: Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

6. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers.

   Response: The customer questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

7. **Concern:** Customers stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office.

   Response: The customer stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity for comment and input.

8. **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.

9. **Concern:** Customers were concerned about loss of employment in the community.

Response: The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

10. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

Response: Customers 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 Star Tannery 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.

11. **Concern:** Customers were concerned about the loss of a gathering place and an information center

Response: Meetings may be held at the Star Tannery Volunteer Fire Department. The Volunteer Fire Department can also provide a site for residents to gather, socalize and share information.

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

The postmaster position became vacant when the postmaster retired on April 01, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 21,988 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 15,350
Fringe Benefits @ 33.5%	$ 5,142
Annual Lease Costs	+ $ 3,600
Total Annual Costs	$ 24,092
Less Annual Cost of Replacement Service	- $ 2,104
Total Annual Savings	$ 21,988

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration. An additional Congressional Inquiry was received on February 8, 2011.

VI. SUMMARY

This is the final determination to close the Star Tannery, VA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Strasburg Post Office, located 11 miles away.

The postmaster retired on April 01, 2009. 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. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Star Tannery Post Office provided delivery and retail service to 36 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 28. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services 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 $21,988 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 Star Tannery Post Office and Strasburg Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Star Tannery 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 Star Tannery Post Office and Strasburg Post Office during normal office hours.

07/08/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date

UNITED STATES POSTAL SERVICE®

07/14/2011

OFFICER-IN-CHARGE/POSTMASTER
Star Tannery Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Star Tannery Post Office Final Determination Docket No. 1383312 - 22654

Please post in the lobby the enclosed final determination to close the Star Tannery Post Office. The final determination must be posted in a prominent place from 07/14/2011 through close of business on 08/15/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/16/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination 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 Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (540) 667-3352.

Sincerely,

Dennis C. Voorhees

DENNIS VOORHEES
POST OFFICE REVIEW COORDINATOR
8409 LEE HIGHWAY
MERRIFIELD, VA 22081-9998

Enclosures:
Final Determination Official Record

DOCKET NO 22654
ITEM NO 49
PAGE 1

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE STAR TANNERY, VA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

DOCKET NO 22654
ITEM NO 49
PAGE 2

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE STAR TANNERY, VA POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1383312 - 22654

DOCKET NO 22654
ITEM NO 51
PAGE 1

Postal Regulatory Commission
Submitted 8/15/2011 11:34:49 AM
Filing ID: 74768
Accepted 8/15/2011

Docket No. A2011-46

Postal Regulatory Commission

Washington, D.C. 20268-0001

NOTICE OF FILING UNDER 39 U.S.C. § 404(d)

TO THE UNITED STATES POSTAL SERVICE:

Please take notice that on August 12, 2011, the Commission received a petition for review of the Postal Service's determination to close the Star Tannery post office located in Star Tannery, Virginia. The petition for review was filed by Robert Engle (Petitioner) and is postmarked August 8, 2011.

This notice is advisory only and is being furnished so that the Postal Service may begin assembling the administrative record in advance of any formal appeal proceedings held upon the alleged (closing/consolidation) for transmittal pursuant to 39 CFR § 3001.113(a) (requiring the filing of the record within 15 days of the filing with the Commission of a petition for review). The Postal Service's administrative record is due no later than August 29, 2011.

Shoshana M. Grove
Secretary

Date: August 15, 2011

Attachment

DOCKET NO 22654
ITEM NO 51
PAGE 2

Robert Engle
501 Brill Road
Star Tannery, VA 22654

RECEIVED
2011 AUG 12 P 5:17

August 8, 2011

Received
POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY
AUG 11 2011

Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington D.C.

Office of PAGR

Re: Docket #1383312-22654

This letter is to file my appeal to the decision to close the Star Tannery Post Office.

The postal representatives have been devious, deceptive and condescending in virtually all dealings with the citizens and the news media during this procedure.

The Postal officials did not poll the attendees at the public meeting. If they had they would have had close to 100% opposing the closing.

The Postal officials frequently noted that there was no Post Master at Star Tannery. This could have been corrected at any time by appointing a Post Master.

Postal officials have constantly pointed out the low and declining revenue and increasing costs associated with the Post Office. However, no Post office can be closed due to losing money. They will only lose more money due to closures as people seek alternative methods. They need to address their out of control wage and compensation issues.

At the public meeting, the Postal officials stated there was no alternative to the Post Office closing, No Part time option and no contract option. Their only solution was Drive to Strasburg or wait at your home mailbox for the delivery person. I know that the Star Market owners were contacted by phone and were asked if they wanted to sell stamps. No Mention Of a contract (Village Post Office) was discussed. Only after the decision to close was posted and Congressman Frank Wolf's office pressed for the Village Post Office was there any activity for this alternative.

The postal officials offered ridiculous solutions for package, stamp purchases, and money order purchases by waiting for the delivery person at the mail box or putting money and packages in the mailbox. Citizens living in rural areas know better than leaving anything of value in mailboxes. Mail for delivery is always taken to the Post Office to ensure that it is not stolen. A raised flag on a rural mailbox is an invitation for theft.

In the decision to close document, there is not one disadvantage to the citizens noted. There is no increased cost calculation to the citizens submitted. What is the cost in time and money of having to drive 11 miles to Strasburg? Box holders will bear inordinate costs to make daily trips just to receive their mail. The cost to home businesses was not ever considered.

The rural citizens are being deprived of equality of services from a constitutionally mandated organization.

We were constantly told that there was no decision made before the posting. There is not one piece of evidence to demonstrate the honesty of this statement. Every communication was meant to be an argument for closing with no options.

This decision to close should be overturned and other more meaningful means such as increasing revenues through better value added services and manage wage and compensation issues. It was a slap in our faces when the day after our meeting, The Post Office announced increased wages and benefits for Postal employees.

Sincerely

Robert Engle

DOCKET NO 22654
ITEM NO 51
PAGE 4

August 5, 2011

Received
AUG 12 2011
Office of PAGR

RECEIVED
2011 AUG 15 P 4:03
POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY

To: Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington, DC 20268-0001

Re: Docket #1383312-22654

I am writing to voice my objection to the USPS decision to close the Post Office in Star Tannery, VA. I believe the PRC should consider the following issues in its review of the decision itself, as well as the USPS behavior.

1. The decision is not in accordance with the law. 39 USC 101(b) says *"No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."* The reason for closure is an annual deficit of $21,988, pure and simple. Second, the alternative of repeated round trips (for some, up to 40 miles or 2 gallons of gasoline each trip) to Strasburg for packages and P.O. boxes does not provide maximum degree of effective postal services. Service by carrier does not provide secure delivery (part of effective service), a complaint voiced by many members of the community during public meetings, some of whom brought photographs of the mailbox vandalism they had experienced.

2. The loss of handicapped accessibility is particularly unacceptable. Star Tannery Post Office has a handicapped ramp for the infirm, elderly, or any postal patron who cannot negotiate stairs. But Strasburg does not (ADA exemption). Postal patrons who cannot mount the steep steps must wait in their vehicles and honk the horn repeatedly until someone inside hears them and finally comes out to assist. This is frustrating, demeaning, and humiliating. Also, it is poor customer service toward the people at the counter inside, who must endure the honking and wait for a clerk to make multiple trips outside—once to find out what service is needed and a second time to provide the service. Perhaps after making many, many trips outside, especially in winter, the clerks will find those steps too steep as well.

3. The USPS has lied to the community about options other than closure. In the March 9 community meeting Michael Furey said the USPS had no options for Star Tannery other than closure. The community is aware of at least two USPS employees who have stated publicly that they would welcome the opportunity to work at a Star Tannery level "C" operation, if only the USPS would consider that option and post the job opportunity. Furthermore, this level "C" option is being considered by USPS for the Fort Valley (VA) community, whose postal activity amounts to the same number of hours per day as Star Tannery's. Why tell the Star Tannery community we have no options, but then consider those options for Fort Valley??

4. The USPS has ignored and/or misrepresented the community input. The USPS "record" claims that only 7 respondents to the community survey opposed closure. In fact, many more than 7 of the 113 survey respondents were opposed to a potential closure, but they were ignored because their responses did not use the words "I object" or "I protest." USPS classification of the overwhelming number of negative responses as simply "concerns" or, worse yet, as expressing "no opinion" is a gross misrepresentation of the facts. Similarly, the USPS has characterized the March 9 community meeting as having 80-100 citizens "attending." In fact, those people did much more than attend—they voiced strong opposition to any closure. For the USPS to say otherwise is completely unacceptable. The USPS has deliberately twisted the record to support their intentions.

The citizens of the community deserve the "maximum effective" postal service guaranteed by law, which is decidedly not what the decision for closure offers. In addition to the decision itself, the USPS trampling of the truth—in characterizing the community input on the record, and in hiding all the options from the community—are highly objectionable. The decision must not be affirmed.

(Shenandoah County area of Star Tannery)

Ray & Linda Higgins
3118 Cedar Creek Road
Star Tannery, Virginia 22654

DOCKET NO 22654
ITEM NO 51
PAGE 5

August 5, 2011

To: Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington, DC 20268-0001

Received RECEIVED

AUG 12 2011 2011 AUG 15 P 4:03

Office of PAGR POSTAL REGULATORY COMMISSION OFFICE OF THE SECRETARY

Re: Docket #1383312-22654

I am writing to voice my objection to the USPS decision to close the Post Office in Star Tannery, VA. Neither the decision itself nor the actions of the Postal Service have followed the letter or the spirit of the law.

1. The decision is in violation of 39 USC 101(b), *"the Postal Service shall provide the maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."* The USPS has violated two provisions of that law. First, the reason given for closure is an annual $21,988 deficit, pure and simple. Second, the alternative of repeated round trips (for some, up to 40 miles or 2 gallons of gasoline each trip) to Strasburg for packages and P.O. boxes does not provide maximum degree of effective postal services. Service by carrier does not provide secure delivery (part of effective service), a complaint voiced by many members of the community during public meetings.

2. The loss of handicapped accessibility is particularly unacceptable. Star Tannery Post Office has a handicapped ramp for the infirm, elderly, or any postal patron who cannot negotiate stairs. Because the Strasburg Post Office has no handicapped entrance (ADA exemption), patrons who cannot mount the steep steps must wait in their vehicles and honk the horn until someone inside hears them and comes out to assist. This is demeaning and humiliating. Also, it is poor customer service toward the people at the counter inside, who must endure the honking and wait for a clerk to make trips outside.

3. The USPS has lied to the community about options other than closure. In the March 9 community meeting Michael Furey said the USPS had no options for Star Tannery other than closure. The community is aware of at least two USPS employees who have stated publicly that they would welcome the opportunity to work at a Star Tannery level "C" operation, if only the USPS would consider that option and post the job opportunity. Furthermore, this level "C" option is being considered by USPS for the Fort Valley (VA) community, whose postal activity amounts to the same number of hours per day as Star Tannery's. Why tell the Star Tannery community we have no options, but then consider those options for Fort Valley??

4. The USPS has ignored and/or misrepresented the community input. The USPS report claims that only 7 respondents to the community survey opposed closure. In fact, many more than 7 of the 113 survey respondents were opposed to a potential closure, but they were ignored because their responses did not use the words "I object" or "I protest." USPS classification of the overwhelming number of negative responses as simply "concerns" or, worse yet, as expressing "no opinion" is a gross misrepresentation of the facts. Similarly, the USPS has characterized the March 9 community meeting as having 80-100 citizens "attending." In fact, those people did much more than attend—they voiced strong opposition to any closure. For the USPS to say otherwise is completely unacceptable. The USPS has deliberately twisted the record to support their intentions.

The citizens of the community deserve no less than "maximum effective" postal service guaranteed by law, which is decidedly not what the decision for closure offers. In addition to the decision itself, the USPS misrepresentation on the record is highly objectionable. The decision must not be affirmed.

Virginia L. Orndorff

DOCKET NO 22654
ITEM NO 51
PAGE 6

RECEIVED

2011 AUG 15 P 4:02

POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY

Received

AUG 12 2011

Office of PAGR

August 9, 2011

To: Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington, DC 20268-0001

From: Laurel V. Munk
PO Box 133
Star Tannery, VA 22654-0133

Re: Docket #1383312-22654

I wish to object strongly to the USPS determination to close the Star Tannery Virginia Post Office. I request that the PRC not affirm the USPS determination for the following reasons.

1. The USPS decision to close the Star Tannery Post Office is not in accordance with the law. I refer to Title 39 USC §101(b), which states in part that "No small post office shall be closed solely for operating at a deficit."

   Mr. Voorhees and Mr. Furey have made it clear that their motivation in deciding on closure is because the Star Tannery Post Office does not bring in enough revenue to recover operational costs. The deficit is $21,988 per year.

   Items mentioned in the record, such as the number of box holders, the retirement of a postmaster in 2009, etc do not meet the criteria to which the USPS must adhere in making closure decisions. Again, 39 USC §401(d)(2)(A)(iii) states the USPS must consider "whether such closure or consolidation is consistent with the policy of the Government, as stated in section 101(b) of this title, that the Postal Service shall provide a maximum degree of effective and regular postal service to rural areas, communities, and small town where post offices are not self-sustaining."

2. The USPS decision to close is not in accordance with the law in one other respect—that of providing "maximum and effective" service. The alternative of postal services through the Strasburg facility and increased dependence on the rural carrier does not provide "maximum" or "effective" service, as Mr. Voorhees and Mr. Furey claim. They are wrong.

   The elderly and handicapped in our community particularly object to the lack of access for the handicapped at the Strasburg Post Office. The "solution" proposed by USPS is for handicapped patrons to pull up to the building, honk their horns, and wait in their autos until one of the clerks inside hears the noise and comes out to investigate. This is demeaning and humiliating. It is not effective for the patron outside (who must keep the engine running to stay warm in cold weather and cool in hot weather), the patrons inside (who must wait in line while the clerk leaves the building), or the clerk (who must make repeated climbs up and down the steep steps).

The idea that the rural carrier will come to the house for package delivery or other services is also not effective. Mail is currently delivered on the 80-mile route late in the afternoon as it is. If the USPS makes good on their assertion that carriers will come to the house, mail will be delayed or additional staff will be needed. Neither outcome is effective.

3. Mr. Voorhees and Mr. Furey have knowingly and deliberately misrepresented the community input in the record. First, the record claims that only 7 respondents to the community survey opposed closure. In fact, many of the 113 survey respondents were opposed to closure, but did not realize that they had to use the words "I object" or "I disagree" or "I protest" in order for their input to be counted as opposition. The fact that these negative responses were misrepresented as "concerns" or that the respondents had "no opinion" is inexcusable.

   Another falsehood in the record relates to the USPS characterization of the community meeting on March 9. Mr. Voorhees reports the meeting as having 80-100 citizens "attending." I was there—these people did more than attend—they voiced strong opposition to any closure, pointed out the flaws in the Strasburg/carrier alternative, and even agreed to reduced hours as a means of keeping the Post Office in Star Tannery. In omitting this from the record Mr. Voorhees has acted capriciously and arbitrarily. And despicably.

4. Finally, I must report that Mr. Furey lied to the community about the options other than closure. In that March 9 community meeting, I asked Mr. Furey what options we had other than the Strasburg/carrier alternative. His response? "None."

   In fact, the community is aware that the USPS could have explored and offered to transition the Star Tannery Post Office to level "C" (part-time) operations, as it has considered for the Fort Valley Post Office (which, by the way, generates the same number of hours of work). The community is also aware of two USPS employees who have stated publicly that they would welcome the chance to work part-time in Star Tannery.

   Mr. Voorhees and Mr. Furey assured the community on March 9 that the decision was not predetermined and that they were still open-minded. Yet, it is clear from their claim that we had no options that they had decided.

The citizens served by the Star Tannery Post Office (which includes people in Zepp and Mountain Falls) deserve the maximum and effective postal service that the law guarantees. The decision for closure with service via Strasburg and carrier offers neither maximum nor effective service. Furthermore, the statements in the record by Mr. Voorhees and Mr. Furey do not reflect reality. As one of our local elected officials put it, "they have been stingy with the truth."

For the reasons stated above, I do not believe that the decision for closure meets the criteria the PRC must apply to affirm the USPS decision.

DOCKET NO 22654
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PAGE 9

Robert Engle
501 Brill Road
Star Tannery, VA 22654

RECEIVED

August 8, 2011

2011 AUG 12 P 5:17
Received
POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY
AUG 11 2011
Office of PAGR

Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington D.C.

Re: Docket #1383312-22654

This letter is to file my appeal to the decision to close the Star Tannery Post Office.

The postal representatives have been devious, deceptive and condescending in virtually all dealings with the citizens and the news media during this procedure.

The Postal officials did not poll the attendees at the public meeting. If they had they would have had close to 100% opposing the closing.

The Postal officials frequently noted that there was no Post Master at Star Tannery. This could have been corrected at any time by appointing a Post Master.

Postal officials have constantly pointed out the low and declining revenue and increasing costs associated with the Post Office. However, no Post office can be closed due to losing money. They will only lose more money due to closures as people seek alternative methods. They need to address their out of control wage and compensation issues.

At the public meeting, the Postal officials stated there was no alternative to the Post Office closing, No Part time option and no contract option. Their only solution was Drive to Strasburg or wait at your home mailbox for the delivery person. I know that the Star Market owners were contacted by phone and were asked if they wanted to sell stamps. No Mention Of a contract (Village Post Office) was discussed. Only after the decision to close was posted and Congressman Frank Wolf's office pressed for the Village Post Office was there any activity for this alternative.

The postal officials offered ridiculous solutions for package, stamp purchases, and money order purchases by waiting for the delivery person at the mail box or putting money and packages in the mailbox. Citizens living in rural areas know better than leaving anything of value in mailboxes. Mail for delivery is always taken to the Post Office to ensure that it is not stolen. A raised flag on a rural mailbox is an invitation for theft.

In the decision to close document, there is not one disadvantage to the citizens noted. There is no increased cost calculation to the citizens submitted. What is the cost in time and money of having to drive 11 miles to Strasburg? Box holders will bear inordinate costs to make daily trips just to receive their mail. The cost to home businesses was not ever considered.

The rural citizens are being deprived of equality of services from a constitutionally mandated organization.

We were constantly told that there was no decision made before the posting. There is not one piece of evidence to demonstrate the honesty of this statement. Every communication was meant to be an argument for closing with no options.

This decision to close should be overturned and other more meaningful means such as increasing revenues through better value added services and manage wage and compensation issues. It was a slap in our faces when the day after our meeting, The Post Office announced increased wages and benefits for Postal employees.

Sincerely

Robert Engle

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Postal Regulatory Commission
Submitted 8/15/2011 3:31:13 PM
Filing ID: 74804
Accepted 8/15/2011
ORDER NO. 803

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Before Commissioners: Ruth Y. Goldway, Chairman;
Mark Acton, Vice Chairman;
Tony L. Hammond; and
Nanci E. Langley

Star Tannery Post Office
Star Tannery, Virginia

Docket No. A2011-46

NOTICE AND ORDER ACCEPTING APPEAL AND ESTABLISHING PROCEDURAL SCHEDULE

(Issued August 15, 2011)

Notice is hereby given that, pursuant to 39 U.S.C. 404(d), on August 12, 2011, the Commission received a petition for review of the Postal Service's determination to close the post office in Star Tannery, Virginia. The petition was filed by Robert Engle (Petitioner) and is postmarked August 8, 2011. The Commission hereby institutes a proceeding under 39 U.S.C. 404(d)(5) and establishes Docket No. A2011-46 to consider Petitioner's appeal. If Petitioner would like to further explain his position with supplemental information or facts, Petitioner may either file a Participant Statement on PRC Form 61 or file a brief with the Commission no later than September 15, 2011.

Categories of issues apparently raised. Petitioner contends that the Postal Service failed to consider the effect of the closing on the community. *See* 39 U.S.C. 404(d)(2)(A)(i).

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After the Postal Service files the administrative record and the Commission reviews it, the Commission may find that there are more legal issues than the one set forth above, or that the Postal Service's determination disposes of one or more of those issues. The deadline for the Postal Service to file the applicable administrative record with the Commission is August 29, 2011. *See* 39 CFR 3001.113. In addition, the due date for any responsive pleading by the Postal Service to this Notice is August 29, 2011.

Availability; website posting. The Commission has posted the appeal and supporting material on its website at *http://www.prc.gov*. Additional filings in this case and participants' submissions also will be posted on the Commission's website, if provided in electronic format or amenable to conversion, and not subject to a valid protective order. Information on how to use the Commission's website is available online or by contacting the Commission's webmaster via telephone at 202-789-6873 or via electronic mail at *prc-webmaster@prc.gov*.

The appeal and all related documents are also available for public inspection in the Commission's docket section. Docket section hours are 8 a.m. to 4:30 p.m., eastern time, Monday through Friday, except on Federal government holidays. Docket section personnel may be contacted via electronic mail at *prc-dockets@prc.gov* or via telephone at 202-789-6846.

Filing of documents. All filings of documents in this case shall be made using the Internet (Filing Online) pursuant to Commission rules 9(a) and 10(a) at the Commission's website, *http://www.prc.gov*, unless a waiver is obtained. *See* 39 CFR 3001.9(a) and 3001.10(a). Instructions for obtaining an account to file documents online may be found on the Commission's website or by contacting the Commission's docket section at *prc-dockets@prc.gov* or via telephone at 202-789-6846.

The Commission reserves the right to redact personal information which may infringe on an individual's privacy rights from documents filed in this proceeding.

Intervention. Persons, other than Petitioner and respondent, wishing to be heard in this matter are directed to file a notice of intervention. *See* 39 CFR 3001.111(b). Notices of intervention in this case are to be filed on or before September 9, 2011. A notice of intervention shall be filed using the Internet (Filing Online) at the Commission's website unless a waiver is obtained for hardcopy filing. *See* 39 CFR 3001.9(a) and 3001.10(a).

Further procedures. By statute, the Commission is required to issue its decision within 120 days from the date it receives the appeal. *See* 39 U.S.C. 404(d)(5). A procedural schedule has been developed to accommodate this statutory deadline. In the interest of expedition, in light of the 120-day decision schedule, the Commission may request the Postal Service or other participants to submit information or memoranda of law on any appropriate issue. As required by the Commission rules, if any motions are filed, responses are due 7 days after any such motion is filed. *See* 39 CFR 3001.21.

It is ordered:

1. The Postal Service shall file the applicable administrative record regarding this appeal no later than August 29, 2011.

2. Any responsive pleading by the Postal Service to this Notice is due no later than August 29, 2011.

3. The procedural schedule listed below is hereby adopted.

4. Pursuant to 39 U.S.C. 505, Malin Moench is designated officer of the Commission (Public Representative) to represent the interests of the general public.

5. The Secretary shall arrange for publication of this Notice and Order in the *Federal Register*.

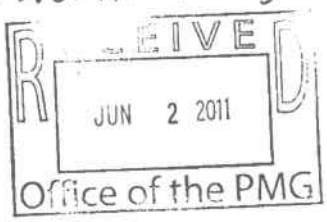
By the Commission.

Shoshana M. Grove
Secretary

PROCEDURAL SCHEDULE

August 12, 2011	Filing of Appeal
August 29, 2011	Deadline for the Postal Service to file the applicable administrative record in this appeal
August 29, 2011	Deadline for the Postal Service to file any responsive pleading
September 9, 2011	Deadline for notices to intervene (*see* 39 CFR 3001.111(b))
September 16, 2011	Deadline for Petitioner's Form 61 or initial brief in support of the petition (*see* 39 CFR 3001.115(a) and (b))
October 6, 2011	Deadline for answering brief in support of the Postal Service (*see* 39 CFR 3001.115(c))
October 21, 2011	Deadline for reply briefs in response to answering briefs (*see* 39 CFR 3001.115(d))
October 28, 2011	Deadline for motions by any party requesting oral argument; the Commission will schedule oral argument only when it is a necessary addition to the written filings (*see* 39 CFR 3001.116)
December 6, 2011	Expiration of the Commission's 120-day decisional schedule (*see* 39 U.S.C. 404(d)(5))

Sampson 22654 Northern Virginia



cc

DOCKET NO 22654
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PAGE 1

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

JUN -3 2011

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Michele Sampson Michele Sampson 5.30.11
(Printed) Date

1563 S Pifer Road Star Tannery VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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PAGE 1

UNITED STATES
POSTAL SERVICE

July 12, 2011

Michelle Sampson
1563 S Pifer Rd
Star Tannery, VA 22654

Dear Ms. Sampson:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Mcclean 22654 Northern Virginia

DOCKET NO 22654
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PAGE 4

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

RECEIVED
JUN - 1 2011
USPS HEADQUARTERS
CONSUMER & CUSTOMER RESPONSE TEAM

RECEIVED
MAY 31 2011
Office of the PMG

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

MSgt Walter F Mcclean Jr
461 Star Tannery Rd
Star Tannery VA 22654-1945

Signature of Postal Customer

5-27-2011
Date

Mailing Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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UNITED STATES
POSTAL SERVICE

July 12, 2011

MSgt Walter F. Mcclean, Jr
461 Star Tannery Rd
Star Tannery, VA 22654

Dear MSgt Mcclean, Jr:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

You also suggested that the Post Office be operated by volunteers to offset cost. There currently are no provisions to allow volunteers to operate a post office.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E Voorhees

Dennis E. Voorhees

Williams 22654 Northern Virginia

RECEIVED
JUN 3 2011
OPMG
CORRESPONDENCE #

CA

DOCKET NO 22654
ITEM NO 53
PAGE 1

JUN -3 2011

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Glenda Williams — Glenda Williams
Name of Postal Customer — Signature of Postal Customer

171 Star Tannery Rd. Star Tannery Va, 22654 — 5-27-2011
Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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PAGE 8

UNITED STATES
POSTAL SERVICE

July 12, 2011

Glenda Williams
171 Star Tannery Rd
Star Tannery, VA 22654

Dear Ms. Williams:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Van Norton 22654 ~~Northern~~ Virginia

RECEIVED
JUN 3 2011
OPMG CORRESPONDENCE #

CA

DOCKET NO 22654
ITEM NO 53
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JUN - 3 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package. My Medicine comes by mail ad must be signed for at the Post Office.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed, R. H. Van Norton

Date: 1 June 2011

Name (printed): Richard Van Norton

Address: 452 Paddys Run Rd
Star Tannery, VA. 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 11

UNITED STATES
POSTAL SERVICE

July 12, 2011

Richard Van Norton
452 Paddys Run Rd
Star Tannery, VA 22654

Dear Mr. Van Norton:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

• Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

• Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Himelright 22654 Northern Virginia

RECEIVED
JUN 3
OPMG
CORRESPONDENCE #

CA DOCKET NO 22654
ITEM NO 53
PAGE 13

JUN - 3 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

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Signed, Sandra Himelright
Von T. Himelright
Date: 27 May 11

Name (printed): Von + Sandra Himelright
Address: 338 Himelright Ln
Star Tannery, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 14

UNITED STATES
POSTAL SERVICE

July 12, 2011

Von & Sandra Himelright
338 Himelright Ln
Star Tannery, VA 22654

Dear Mr. & Mrs. Himelright:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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.

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FAX: 540 662-8130

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees

Spaid 22654 Northern Virginia

CC

DOCKET NO 22654
ITEM NO 53
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Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

ATLEAST AN HOUR ROUNDTRIP AS OPPOSED TO 20 MINS.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Cara L Spaid Cara L. Spaid MAY 31, 2011

(Printed) Date

529 Brocks Lane Star Tanney, VA 22654

Address

6/22

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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PAGE 17

UNITED STATES
POSTAL SERVICE

June 27, 2011

Cara L Spaid
529 Brocks Ln
Star Tannery, VA 22654

Dear Ms. Spaid:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

22654 Steele 22654 Northern Virginia

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RECEIVED
JUN 1 2011
USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER RESPONSE TEAM

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

James C Steele — Jan C Steele

Name of Postal Customer — Signature of Postal Customer

196B Dixie Cave Stm Tannery VA 22654 — 5/24/2011

Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 20

UNITED STATES
POSTAL SERVICE

June 27, 2011

James C. Steele
196B Dixie Dr.
Star Tannery, VA 22654

Dear Mr. Steele:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 22

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

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And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Robert & June McFall — June L McFall

Name of Postal Customer — Signature of Postal Customer

258 Burr Stone Lane — 5-25-11

Mailing Address — Date

Star Tannery VA. 22654-1900

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 23

UNITED STATES
POSTAL SERVICE

June 27, 2011

Robert & June McFall
258 Burr Stone Ln
Star Tannery, VA 22654

Dear Mr. and Mrs McFall:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
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Ballenger 22654 Northern Virginia

RECEIVED

JUN 1 2011

USPS HEADQUARTERS
CONSUMER AFFAIRS
CUSTOMER ASSISTANCE OFF

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Shelia Ballenger
Name of Postal Customer

Shelia Ballenger
Signature of Postal Customer

171 Star Tannery Rd. Star Tannery, Va. 22654
Mailing Address

5-27-11
Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22659
ITEM NO 53
PAGE 26

UNITED STATES
POSTAL SERVICE

June 27, 2011

Shelia Ballenger
171 Star Tannery Rd
Star Tannery, VA 22654

Dear Ms. Ballenger:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 2254
ITEM NO 53
PAGE 27

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Richard 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 53
PAGE 28

JUN - 3 2011

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

GREG RICHARD — Greg Richard

Name of Postal Customer — Signature of Postal Customer

540 RICHARD LANE STAR TANNERY, VA 22654 — 6/1/11

Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 29

UNITED STATES
POSTAL SERVICE

June 27, 2011

Greg Richard
540 Richard Ln
Star Tannery, VA 22654

Dear Mr. Richard:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

RECEIVED
JUN 28 REC'D
DISTRICT MANAGER
NORTHERN VA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 31

Dennis Voorhees
Manager, Post Office Operations
US Postal Service—Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

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Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

The King Family — Elsie King, Pat King, Micke King
Name of Postal Customer — Signature of Postal Customer

P.O. Box 67, 252 Paddy Run Rd. Star Tannery, Va 22654 —
Mailing Address — Date

40 Miles Round Trip to Strasburg for our family
We would accept reduced hours

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 32

UNITED STATES
POSTAL SERVICE

July 8, 2011

The King Family
PO Box 67
Star Tannery, VA 22654

Dear King Family:

This is in response to your letter addressed to me regarding the proposed closure of the Star Tannery Post Office.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 22654
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You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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JUN 2 8 REC'D

DISTRICT MANAGER
NORTHERN VA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 34

Michael Furey, District Manager
Postal Service, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11) -- confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed, Elsie King
Pat King
Micki King
Date: _____

Name (printed): ELSIE KING
PAT KING
MICKI KING

Address: P.O. Box 67
(252 PADDY RUN ROAD
STAR TANNERY, VA 22654

We are 40 miles Round Trip to Strasburg!
We would accept Reduced Hours.

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 35

UNITED STATES
POSTAL SERVICE

July 8, 2011

The King Family
PO Box 67
Star Tannery, VA 22654

Dear King Family:

This is in response to your letter addressed to Michael S Furey, District Manager regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

• Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

• Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Tharpe 22654 Northern Virginia

CC

RECEIVED
JUN 2 2011
Office of the PMG

DOCKET NO 22654
ITEM NO 53
PAGE 37

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

JUN -3 2011

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Betsy Tharpe Betsy Tharpe 5/27/11
(Printed) Date

1412 N. Pifer Rd. Star Tannery, VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 38

UNITED STATES
POSTAL SERVICE

July 12, 2011

Betsy Tharpe
1412 N Pifer Rd
Star Tannery, VA 22654

Dear Ms. Tharpe:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

RECEIVED

JUN 28 REC'D

DISTRICT MANAGER
NORTHERN VA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 40

Michael Furey, District Manager
Postal Service, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11) -- confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed, Laurence C Vanek

Date: 6/16/11

Name (printed): LAURENCE C VANEK

Address: 2136 STAR TANNERY RD
STAR TANNERY, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 41

UNITED STATES
POSTAL SERVICE

July 8, 2011

Lawrence C. Tomek
2136 Star Tannery Rd
Star Tannery, VA 22654

Dear Mr. Tomek:

This is in response to your letter addressed to Michael S Furey, District Manager, Northern Virginia District regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

• Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

• Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

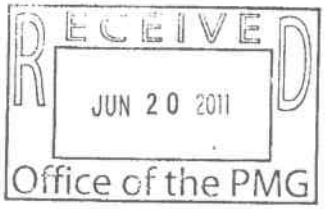
If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 43

Lawrence C. Tomek
2136 Star Tannery Road
Star Tannery Virginia 22654



Mr. Parrick R. Donohoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

June 16, 2011

RE: Proposed closure of Star Tannery Post Office.

The commitment made by Mr. Vorhees for a "MOBILE POST OFFICE" to serve the Star Tannery area if the post office is closed, may provide the necessary services the residents need. This commitment was made in writing in documents published by USPS regarding the meetings about potential closure of the Star Tannery post office. Since the Strasburg post office is a considerable distance away combined with very limited parking and lack of handicap accessibility, it is apparent that the 'MOBILE POST OFFICE" concept and commitment was made to placate the large groups of enraged residents who attended the meetings.

My concern is that Star Tannery which is handicap accessible has an absurdly low monthly rental cost is apparently to be replace by the "MOBILE POST OFFICE" concept which certainly will cost a great deal more than the net approximately $21,000 savings USPS published in the closure literature.

How is the "MOBILE POST OFFICE" concept working in other areas where it was initiated? Is it acceptable to the Rural Carrier Union? Is it approved by Congress? How much will it inflate USPS costs.

I assume that the procedure for the "MOBILE POST OFFICE" not waiting for the postal customer as committed will require telephone calls to the Strasberg post office manager and supervisors until the "MOBILE POST OFFICE" turned around to get the requested transactions taken care of. I STRONGLY OBJECT to the proposal to close our post office and replace the services with the "MOBILE POST OFFICE" concept as not fully analyzed and being an issue that will cost USPS a great deal of time and money.

I STRONGLY REQUEST that our Star Tannery Post Office be kept open to potentially save the US Postal Service a great deal of money. The USPS should work on ways to enhance their services and provide efficient, low cost delivery service to the postal patrons, not making proposals that anger and get patrons extremely upset with USPS. This only causes your problems to snowball as these upset patrons will look for, pursue, and change to alternate methods of getting the services done. (UPS, FED-X and email are the things available currently).It is completely in your power to improve relations with postal patrons or make them bitter towards this historical, long time service provider. Remember your Congressional Mission---

Sincerely Yours,

Lawrence C. Tomek

FR

DOCKET NO 22654
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PAGE 44

Proposal to close Star Tannery Post Office

Mobile Post Office Concept

In literature and verbally in meetings, Mr. Vorhees put forth the concept that Postal Service business transactions could be effected by putting a note in the mail box. The rural carrier will beep their horn and the postal patron can come to the carrier to take care of business.

Many residents in our area live a great distance off the road so when the carrier does not advise the patrons they are there, There is no option but to call management to get the problem resolved. I live on the ridge behind the post office and my residence is about ¼ mile from my mail box. I doubt if I will be able to hear the carrier at my mailbox.

There probably will be a significant number of patrons who will need this service as they currently use Post Office boxes. Also, there are more elderly residents of the area than other areas such as Strasburg and Since Strasburg is a costly round trip away, these people will probably leave a note for the carrier.

From this proposal, I have coined the phrase "Mobile Post Office" which I used in my letter.

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ITEM NO 53
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Cedar Creek Valley Ruritan Club

RECEIVED
JUN 20 2011
Office of the PMG

RECEIVED
JUN 20 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

Mr. Patrick R. Donohoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

June 16, 2011

RE: Proposed closing of StarTannery Post Office.

We STRONGLY OBJECT to the proposed closing of the Star Tannery Post Office. The Cedar Creek Valley Ruritan serves the Star Tannery-Zepp area. The Ruritan has worked closely with the community, as well as the residents and organizations serving the area. We have come to understand the needs and concerns of the residents very well. Our organization gives to the community financially, as well as providing services and support for those who need it. We strive to serve and help the community to our utmost. As a result, we have ascertained that this geographical area has a preponderance of elderly people, who are very proud, but many have special needs as well as financial needs.

The proposal to close the Star Tannery post office is a TREMENDOUS DISSERVICE to the residents of this area. We OBJECT and PROTEST vehemently to the proposed closure. The elderly people who are struggling now will have an additional financial hardship imposed upon them from the proposal to "use the Strasburg Virginia Post Office". Not only is it a $7.00 to $8.00 round trip, but parking at Strasburg is very limited. And more importantly, the Strasburg Post Office is not handicapped accessible. Regardless of why is exempted from the Americans with Disabilities Act, it is NOT CONDUCIVE to elderly people using the building for their postal transactions. On the other hand, the Star Tannery post office is handicapped accessible and has an extremely low rental, the lease renewal having been signed recently.

The proposal is EXTREMELY OBJECTIONAL as it appears the postal service has discriminated against an area with an elderly group of people for a change which will direct additional undue financial and emotional hardship on these people. The reason this appears to be discriminatory is that the postal service decided a couple of years ago to NOT fill the position of Postmaster when it became vacant. Also, the closure proposal and the results and hardships the residents will have put upon them are INCONSISTENT with the Postal Service's Congressionally mandated mission.

We STRONGLY urge the postal Service to reconsider the proposal to close the Star Tannery Post Office, but rather provide continue to service to the area residents, just as we. The Cedar Creek Valley Ruritan does.

Sincerely yours,

Lawrence C. Tomek
Committee to SAVE OUR POST OFFICE
Cedar Creek Valley Rurutan

FR

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 46

UNITED STATES
POSTAL SERVICE

July 12, 2011

Lawrence C. Tomek
2136 Star Tannery Rd
Star Tannery, VA 22654

Dear Mr. Tomek:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

In reviewing my files, it shows that I have addressed each of these letters that were addressed to me. I have attached an additional copy for your records.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Attachments

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 22654
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PAGE 47

UNITED STATES POSTAL SERVICE

06/22/2011

LAWRENCE TOMEK

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about the mobile post office concept. We refer to it as "Post Office On Wheels". This is not a new concept. Rural and Highway Contract Routes have been providing this service for decades. We are educating our customers about the services that are currently available to them. These services have been taken into consideration with their current route structures.
- You questioned the economic savings of the proposed closure. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

UNITED STATES POSTAL SERVICE

DOCKET NO 22654
ITEM NO 53
PAGE 48

06/22/2011

RURITAN CLUB

2136 STAR TANNERY RD
STAR TANNERY, VA 22654

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Star Tannery Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not in compliance with the Americans with Disabilities Act. The Postal Service is committed to assuring our Postal facilities and services are available without discrimination to any customers. The Postal Service is subject to the Architectural Barriers Act of 1968 which requires that most federal buildings leased or constructed after 1968 meet applicable handicapped standards. When Postal facilities are altered or expanded to meet postal and customer needs, the new construction also meets design standards for accessibility. The Strasburg VA Post Office is a postal owned facility built in 1936 and has been designated as a historic building. The construction of this facility predates the Architectural Barriers Act and therefore is not with the purview of the Act. However, the postal service provided alternative services such as: • Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office • Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night. • Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot. • Those customers served by a rural letter carrier may make purchase and transactions with the carrier. • Personal services are also available by contacting the post office. The , postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- You expressed concern that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis P. Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

DOCKET NO 22654
ITEM NO 53
PAGE 1 of 1

RECEIVED
JUN 20 2011
CONSUMER ADVOCATE & CUSTOMER RELATION

RECEIVED
JUN 14 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

FR

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Christopher M. Miller 6/6/11
(Printed) Date

4297 Cedar Creek Rd. Star Tannery Va. 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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UNITED STATES
POSTAL SERVICE

July 15, 2011

Christopher M. Miller
4297 Cedar Creek Rd
Star Tannery, VA 22654

Dear Mr. Miller:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
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RECEIVED
JUN 14 2011
Office of the PMG

CA

RECEIVED
JUN 20 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

FR

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed, _____

Michael Anthony (Printed) 6/6/11 Date

4297 CEDAR CRK RD STAR TANNERY VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 53

UNITED STATES
POSTAL SERVICE

July 15, 2011

Michael Anthony
4297 Cedar Creek Rd
Star Tannery, VA 22654

Dear Mr. Anthony:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 22654
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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

Kenyon 22654 Northern Virginia

DOCKET NO 22654
ITEM NO 53
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RECEIVED
JUN 3 2011
OPMG CORRESPONDENCE #

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

JUN -3 2011

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

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As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Gregory Kenyon 5/30/11
(Printed) Date

1417 North Fort Valley Rd Star Tannery VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 56

UNITED STATES
POSTAL SERVICE

July 15, 2011

Gregory Kenyon
1417 N Pifer Rd
Star Tannery, VA 22654

Dear Mr. Kenyon:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 58

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Teresa Kenyon 6/2/11
Date

Name: Teresa Kenyon
Address: 1417 N. Pi Fer Rd
City/State/Zip: Star Tannery, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 59

UNITED STATES
POSTAL SERVICE

July 15, 2011

Teresa Kenyon
1417 N Pifer Rd
Star Tannery, VA 22654

Dear Ms. Kenyon:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

RECEIVED
JUN 20
CONSUMER ADVOCATE & CUSTOMER RELATIONS

RECEIVED
JUN 15
Office of the PMG

DOCKET NO 22654
ITEM NO 53
PAGE 61

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

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The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

6-4-2014
Date

Name: Terrence M. McCall
Address: 360 Timberline Rd
City/State/Zip: 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 6R

UNITED STATES
POSTAL SERVICE

July 19, 2011

Terrence McCall
360 Timberline Ridge Rd
Star Tannery, VA 22654

Dear Mr. McCall:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

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540 667-3352
FAX: 540 662-8130

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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DOCKET NO 22654
ITEM NO 53
PAGE 64

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

RECEIVED
JUN 20 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

RECEIVED
JUN 14 2011
Office of the PMG

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

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Sincerely,

Patricia G Henning 6/3/11
Date

Name: PATRICIA A HENNING
Address: 77 DORAL DR
City/State/Zip: MAURERTOWN VA 22644

2ND Home + OWNER
3704 CEDAR CREEK RD
STAR TANNERY, VA 22654

FR

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 65

UNITED STATES
POSTAL SERVICE

July 19, 2011

Patricia Henning
77 Doral Rd
Maurertown, VA 22644

Dear Ms. Henning:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Penwell 22654 Northern Virginia

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RECEIVED
JUN 2 20[illegible]
Office of the [illegible]G

DOCKET NO 22654
ITEM NO 53
PAGE 67

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

JUN -3 2011

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Gilbert J Kennedy – Linda A Kennedy 06-02-2011

(Printed) Date

1101 OATES RD STAR TANNERY VA. 22654

Address

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ITEM NO 53
PAGE 68

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

July 19, 2011

Gilbert & Lula Penwell
1101 Oater Rd
Star Tannery, VA 22654

Dear Mr. & Mrs Penwell:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
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540 667-3352
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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Renner 22654 Northern Virginia

OA

RECEIVED
JUN 3 2011
OPMG
CORRESPONDENCE #

DOCKET NO 22654
ITEM NO 53
PAGE 70

JUN -3 2011

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Eadline Renner — Name of Postal Customer

Eadline Renner — Signature of Postal Customer

10257 John Marshall Highway Star Tannery, Virginia — Mailing Address

6/02/11 — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 71

UNITED STATES
POSTAL SERVICE

July 19, 2011

Eadline Renner
10257 John Marshall Hwy
Star Tannery, VA 22654

Dear Ms. Renner:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 73

Burkholder 22654 Northern Virginia

RECEIVED
JUN - 2 2011
USPS HEADQUARTERS
CONGRESSIONAL AFFAIRS
CUSTOMER SERVICE TEAM

RECEIVED
JUN 1 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

L.M. BURKHOLDER — L.M. Burkholder
Name of Postal Customer — Signature of Postal Customer

10089 JOHN MARSHALL HWY. STARTANNERY VA. 22
Mailing Address — Date

5-28-2011

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 74

UNITED STATES
POSTAL SERVICE

July 19, 2011

L.M. Burkholder
10089 John Marshall Hwy
Star Tannery, VA 22654

Dear L.M. Burkholder:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
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RECEIVED
JUN 20
CONSUMER ADVOCATE
CUSTOMER RELATIONS

RECEIVED
JUN 15 2011
Office of the PMG

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,

Date: 6/13/11

Name (printed): WARREN H SMITH JR

Address: 530 TRAILS END DR

STAR TANNERY VA 22654

FR

7/7

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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PAGE 77

UNITED STATES
POSTAL SERVICE

July 19, 2011

Warren J Smith, Jr
530 Trails End Dr
Star Tannery, VA 22654

Dear Mr. Smith, Jr.:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

• Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 22654
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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

RECEIVED
JUN 20 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

RECEIVED
JUN 14 2011
Office of the PMG

67
DOCKET NO 22654
ITEM NO 53
PAGE 79

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

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And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

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Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,

Date: 6/6/2011

Robert Warnock
Gravel Springs Farm
2074 South Pifer Road
Star Tannery, Virginia 22654-2229

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 80

UNITED STATES
POSTAL SERVICE

July 19, 2011

Robert Warnock
2074 S Pifer Rd
Star Tannery, VA 22654

Dear Mr. Warnock:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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.

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WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

DOCKET NO 22654
ITEM NO 53
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RECEIVED
JUN 7
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Andrew Keeler 6-2-11
(Printed) Date

674 Brocks Ln Star Tannery Va. 22654
Address

DOCKET NO 22654
ITEM NO 53
PAGE 83

RECEIVED
JUN 7
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

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Signed,

Stephanie Keeler Stephanie Keeler 6/2/11
(Printed) Date

6774 Brocks Lane Star Tannery VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 84

UNITED STATES
POSTAL SERVICE

August 3, 2011

Andrew & Stephanie Keeler
674 Brocks Ln
Star Tannery, VA 22654

Dear Mr. and Mrs. Keeler:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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CP

RECEIVED
JUN 9
Office of the PMG

RECEIVED
JUN 10 2011

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
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  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Tina Miller Tina Miller 6-2-11

(Printed) Date

1595 Cedar Creek Rd Star Tannery, VA 22654

Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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ITEM NO 53
PAGE 87

UNITED STATES
POSTAL SERVICE

August 3, 2011

Tina Miller
1595 Cedar Creek Rd
Star Tannery, VA 22654

Dear Ms. Miller:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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CA

RECEIVED
JUN 7 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep road that is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on better roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

Laurel V. Munk — LAUREL V. MUNK (Printed) — 6/2/11 Date

PO Box 133 Star Tannery, VA 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 90

UNITED STATES
POSTAL SERVICE

August 3, 2011

Laurel Munk
44 Rudolph Ln
Star Tannery, VA 22654

Dear Ms. Munk:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

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ITEM NO 53
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CH

RECEIVED
JUN 13 2017
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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Signed Diana Rudolph

DIANA Rudolph 6-02-17
(Printed) Date

44 Rudolph LN. Star Tannery VA. 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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PAGE 93

UNITED STATES
POSTAL SERVICE

August 3, 2011

Diana Rudolph
44 Rudolph Ln
Star Tannery, VA 22654

Dear Ms. Rudolph:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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RECEIVED
JUN 10 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Helen F Armstrong
Name of Postal Customer

Helen F Armstrong
Signature of Postal Customer

155 Dixie Lane Star Tannery Va 22654
Mailing Address

6-7-11
Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
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PAGE 96

UNITED STATES
POSTAL SERVICE

August 3, 2011

Helen Armstrong
155 Dixie Ln
Star Tannery, VA 22654

Dear Ms. Armstrong:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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ITEM NO 53
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RECEIVED
JUN 10
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Denise I. Gochenour — Denise I. Gochenour

Name of Postal Customer — Signature of Postal Customer

2098 Star Tannery Rd, Star Tannery, VA 22654 — 6-6-11

Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 99

UNITED STATES
POSTAL SERVICE

August 3, 2011

Denise Gochenour
2098 Star Tannery Rd
Star Tannery, VA 22654

Dear Ms. Gochenour:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

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If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 101

RECEIVED
JUN 10 2011
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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Sincerely,

Andrew J. Page — Andrew J. Page
Name of Postal Customer — Signature of Postal Customer

186 Star Tannery Rd Star Tannery Va — 6-6-2011
Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

August 3, 2011

Andrew Page
186 Star Tannery Rd
Star Tannery, VA 22654

Dear Mr. Page:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

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540 667-3352
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Respectfully,

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 1 of 4

RECEIVED
JUN 7
Office of the PMG

Patrick Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly object to the proposed closure of the Star Tannery Post Office (22654). Although I realize the Postal Service has some major economic problems, solutions must not come at the customers' expense, as this closure would. Other, more effective, cost containment measures must be pursued.

The negative impact on home-based businesses that rely on the Star Tannery Post Office is particularly objectionable. Objections to the possible closure that were voiced at the March 9 community meeting should have made it clear that the ability to mail packages and documents from the Star Tannery Post Office is a critical business resource, and a deciding factor in which shipper to select and even whether to start or expand commerce in the area.

The proposal to close (Docket #1383312-22654) counters the home-based business owners' objections by noting that a closing would not affect commercial traffic to local businesses. This completely misses the point! In a rural community like ours, walk-in traffic is not the issue. Rather, we need the Star Tannery Post Office to ship goods, marketing materials, and hard copy documents conveniently and cost-effectively.

The proposed alternative of driving to Strasburg Post Office is unacceptable from a business perspective. Gasoline for a round trip from some locations within the 22654 area can cost $7 to $8 each trip. Furthermore, such a trip costs 40 to 60 minutes of driving time, time to find parking, and time to conduct postal business at the Strasburg facility. And as you surely realize, that is time that cannot be spent interfacing with customers and suppliers (unless you advocate texting while driving).

The proposed alternative of carriers meeting us at the mailbox or arranging to drive into the property to the residence is unrealistic and not cost effective. These transactions will be time-consuming and—considering that the current route delivery occurs at 3-4 pm—will create poor delivery performance and create the need to hire additional carriers.

Closure of the Star Tannery Post Office will cause economic hardships and a negative impact on commerce in this rural area. Closure will force home-based businesses and other postal patrons of Star Tannery Post Office to seek other players in the package business. Instead of improving the customer experience, closure will achieve exactly the opposite.

And for what? The proposal to close says that the annual savings will be less than $22,000. According to your own Postal Regulatory Commission, closing ALL small and rural Post Offices would save only 0.7% of the Postal Service's operating budget. Instead of pursuing closure of the Star Tannery (and now, we hear, the Fort Valley) Post Office, which is highly objectionable, you should seek other ways to cut costs. Select ways that return more than $22,000 annually, and stop with the ineffective alternatives that impede commerce, violate the statutes that govern the Postal Service, and burden your customers with negative postal experiences.

Sincerely,

Mike Poole — [signature]

Name of Postal Customer — Signature of Postal Customer

6421 Wardensville Grade Star Tannery VA 22654 — 5/25/11

Mailing Address — Date

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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PAGE 105

UNITED STATES
POSTAL SERVICE

August 3, 2011

Mike Poole
6421 Wardensville Grade
Star Tannery, VA 22654

Dear Mr. Poole:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed a concern about the loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to thecommunity do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrierservice will accommodate future growth.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com . In addition, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You expressed concern that carriers delivering and picking up packages would require more carriers and cause poor delivery performance. The Postal Service took into consideration the increased carrier work load and do not expect any reduction in delivery performance. It also will not require the hiring of any additional carriers.

You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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RECEIVED
JUN 7 2011
Office of the PMG

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
William J Horton

Date: 6/6/11

Name (printed): William J Horton
Address: 6901 Wardensville Grade
Star Tannery VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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PAGE 108

UNITED STATES
POSTAL SERVICE

August 3, 2011

William Horton
6901 Wardensville Grade
Star Tannery, VA 22654

Dear Mr. Horton:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

• Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

• Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees

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JUN 6 2011
OPMG
CORRESPONDENCE #

CA

RECEIVED
JUN - 6 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
Nancy Little
Date: 5-27-11

Name (printed): NANCY Little
Address: 695 Paddys Run RD
STAR Tannery, VA. 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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UNITED STATES
POSTAL SERVICE

August 3, 2011

Nancy Little
695 Paddys Run Rd
Star Tannery, VA 22654

Dear Ms. Little:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

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WINCHESTER VA 22604-2593
540 667-3352
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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

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You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees

CA

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RECEIVED
JUN 6 2011
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CORRESPONDENCE #

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Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

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Signed,

Date: 5/24/11

Name (printed): M. Bibby Lloyd

Address: 5821 Wardensville Road
Star Tannery, VA 22654

I am disabled, you are in violation of ADA Status if Star Tannery is closed

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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UNITED STATES
POSTAL SERVICE

August 3, 2011

M. Kirby Lloyd
5821 Wardensville Grade
Star Tannery, VA 22654

Dear M. Kirby Lloyd:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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.

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WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

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Sincerely,

Dennis Voorhees

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RECEIVED
JUN 7
Office of the PMG

RECEIVED
JUN - 8 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

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This would be a hardship on our community. Please help!

Signed,
Mardell Rogers

Date: 6/01/11

Name (printed): Mardell Rogers

Address: Stonehearth Farm
200 Homestead Lane
Star Tannery, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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PAGE 117

UNITED STATES
POSTAL SERVICE

August 3, 2011

Mardell Rogers
200 Himelright Ln
Star Tannery, VA 22654

Dear Mr. Rogers:

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You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees

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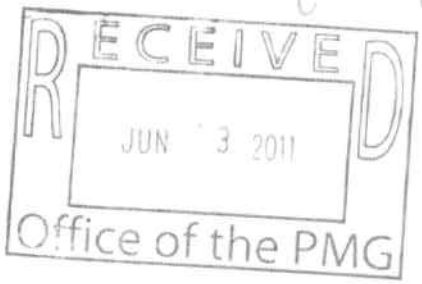
ITEM NO 53
PAGE 119



Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Albert L Esch 6-3-11
Date

Name: Albert L Esch

Address: PO Box 143

City/State/Zip: Star Tannery VA 22654

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ITEM NO 53
PAGE 120

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

UNITED STATES
POSTAL SERVICE

August 3, 2011

Albert Esch
PO Box 143
Star Tannery, VA 22654

Dear Mr. Esch:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 53
PAGE 122

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RECEIVED
JUN 9
Office of the PMG

JUN 10 2011

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
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   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

6/1/11
Date

Name: MK Haustman
Address: 520 Hummingbird Ln
City/State/Zip: Star Tannery, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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ITEM NO 53
PAGE 123

UNITED STATES
POSTAL SERVICE

August 3, 2011

M K Haumann
520 Hummingbird Ln
Star Tannery, VA 22654

Dear M K Haumann:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

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P.O. BOX 3603
WINCHESTER VA 22604-2593
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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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JUN 7 2011
Office of the PMG
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JUN - 8 2011

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

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3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
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The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Robert C. Hoffman 6-3-2011
Date

Name: ROBERT C. HOFFMAN
Address: P.O BOX 65
City/State/Zip: STAR TANNERY, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 1 26

UNITED STATES
POSTAL SERVICE

August 3, 2011

Robert Hoffman
PO Box 65
Star Tannery, VA 22654

Dear Mr. Hoffman:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

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FAX: 540 662-8130

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Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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PAGE 128

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JUN 8 201
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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PAGE 129

explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Michele House 6.6.11
Date

Name: Michele House

Address: 4246 Cedar Creek Rd.

City/State/Zip: Stanley, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 130

UNITED STATES
POSTAL SERVICE

August 3, 2011

Michele House
4246 Cedar Creek Rd
Star Tannery, VA 22654

Dear Ms. House:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

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Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 53
PAGE 132

RECEIVED
JUN 9 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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Sincerely,

Raymond L. Sibert 6-1-11
Date

Name: Raymond L. Sibert
Address: 9186 Zepp Rd.
City/State/Zip: Star Tannery, VA 22654-3304

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 2654
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UNITED STATES
POSTAL SERVICE

August 3, 2011

Raymond L Sibert
9186 Zepp Rd
Star Tannery, VA 22654

Dear Mr. Sibert:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

You expressed concern that there are not enough post office boxes at Strasburg to accommodate the current post office box holders at Star Tannery. It is expected that the number of available post office boxes will be sufficient to accommodate the Star Tannery community that wishes to rent a post office box.

You expressed concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not having off street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

- Stampsby Mail is a free service provided by preparing an order form available from the letter carrier of local post office

- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.

- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

DOCKET NO 22654
ITEM NO 53
PAGE 134

• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

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ITEM NO 53
PAGE 135

RECEIVED
JUN 20
CONSUMER ADVOCATE
CUSTOMER RELATIONS

RECEIVED
JUN 14 2011
Office of the PMG

CA

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

1. The Strasburg Post Office has no off-street parking for customers. Curbside parking is extremely limited, and is shared with other businesses on the street.
2. The Strasburg Post Office has no effective access for disabled or handicapped customers.
3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, it does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
5. The idea that customers are effectively served by route carriers is flawed.
   a. Many customer residences are not within sight of the roadside mailbox. There is no secure way to mail a package that is too big for the mailbox. It is not effective to leave a note in the box asking the carrier to drive to the residence to pick up packages. Delivery of packages is even worse. Customers who order medications by mail cannot afford to wait for a carrier to leave a note to arrange a time to meet at the mailbox or be at home during the work day to receive the package at the residence.
   b. Mailboxes cannot be made secure by use of a lock and a slot that is big enough for regular daily mail to pass through. Such a slot is also big enough for a lit cigarette, a firecracker, or a thieving hand.
   c. Mailboxes smashed by a baseball bat or knocked over by brute force occur with some regularity in this area. It is misrepresentation to say that there has been no vandalism or theft. Both Shenandoah and Frederick County officials should have been contacted, and if no response was forthcoming, follow-up efforts should have been made. Furthermore, many victims do not report the damage to police, because there is nothing the police can do about it. So incidents of vandalism or theft are under-reported.
   d. Route delivery is currently between about 3-4 pm. You have suggested that carriers can arrange to deliver and pick up packages at the residence. This will add more time to the route, and the potential of needing an additional carrier, thus negating the slim savings you hope to achieve by closure.

The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

[signature] 6/12/11
Date

Name: THEODORE STUMP

Address: 3642 CEDAR CREEK RD

City/State/Zip: STAR TANNERY, VA. 22654

FR 7/7

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 136

UNITED STATES
POSTAL SERVICE

August 3, 2011

Theodore Stump
3642 Cedar Creek Rd
Star Tannery, VA 22654

Dear Mr. Stump:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

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I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

C11

RECEIVED
JUN 27 2011
Office of the PMG

DOCKET NO 22654
ITEM NO 53
PAGE 1 of 38

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I strongly oppose, disagree with, and object to the proposed closure of the Star Tannery Post Office. Closure would be in violation of the statutes in 39 USC 101(b) and 38 USC 401(2), because provision of services at the Strasburg Post Office and through rural carrier does not provide "maximum effective and regular postal service."

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3. The Strasburg Post Office has only 22 Post Office boxes, most if not all of which are already taken by Strasburg patrons. Thus, It does not have enough PO Boxes to accommodate the 36 Star Tannery customers who need one for secure delivery of mail. The possibility of a Fort Valley Post Office closure would add even more patrons needing Strasburg Post Office boxes.
4. The Strasburg Post Office is approximately 12 miles one way from the Star Tannery Post Office. The 22654 area is large, and many of its postal patrons must drive additional miles just to reach the Star Tannery Post Office. It is not maximum effective service to force customers to drive over 24 miles round trip to pick up or mail packages. It is a waste of gas. It is incorrect to assume that people in Star Tannery drive to Strasburg every day between 8:30 am and 5 pm for other reasons.
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The proposed closure of Star Tannery Post Office will save the USPS less than $22,000/year and will violate the statutes governing postal operations. This is not maximum effective service to customers, and not even effective streamlining of postal operations. Other measures need to be explored that will keep the USPS compliant with the regulations and have more significant financial savings.

Sincerely,

Patricia Houston

8/20/2011

RECEIVED
JUN 27 2011
CONSUMER ADVOCATE &
CUSTOMER RELATIONS

Name: PATRICIA HOUSTON

Address: P.O. Box 103 STAR TANNERY

City/State/Zip: Star Tannery

302 TRAIL'S END 22654

FR

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22454
ITEM NO 53
PAGE 139

UNITED STATES
POSTAL SERVICE

August 3, 2011

Patricia Houston
1417 N Pifer Rd
Star Tannery, VA 22654

Dear Ms. Houston:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You expressed concern that carriers delivering and picking up packages would negate the cost savings and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times.

You expressed concerns that mail box vandalism was under reported and rural mail boxes were not secure. Customers that do not feel secure with receiving rural delivery have the option to rent a Post Office Box in other post offices in the area.

You expressed a concern about the economic savings of the proposed discontinuance. You questioned the economic savings of the proposed discontinuance. Concern was also expressed that discontinuing the post office is in violation of statues because it does not provide maximum effective service to our customers. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

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P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

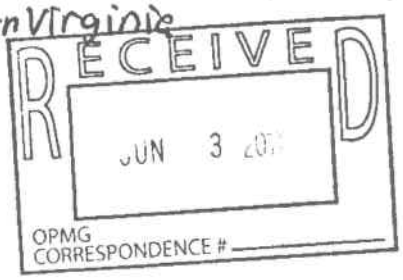
• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Dennis Voorhees at (540) 667-3352.

Sincerely,

Dennis Voorhees
Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA, 22081-9998

Orndorff 22654 Northern Virginia



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JUN - 3 2011

Patrick Donahoe
Postmaster General, USPS
475 L'Enfant Plaza SW
Washington, DC 20260

I hereby protest the potential closure of the Star Tannery Post Office (22654) or any change in the present status of our Post Office. One of my many objections is the disparate impact such a closing would have on the community of elderly and disabled persons living in this rural region, who must—if the post office is closed—drive farther and negotiate ever greater hurdles to mail or receive a package.

This area is growing, evidenced in part by the expansion of the nearest medical center—an expansion based on projections of an 11% increase in population. Some of the new residents in this area are baby boomers looking for respite from the harried pace of city life. If this community is forced to go to the Strasburg Post Office as an alternative, these seniors will find exactly what they left behind—lines, lack of adequate parking, and an overall bad customer service experience.

As we consider the aged and infirm, we find the proposed consolidation with the Strasburg facility particularly unwelcome, as the Strasburg facility has no access for the handicapped. (Unless you consider staying outside in the vehicle and honking your horn until someone finally decides to help to be "adequate access." I don't. I find it demeaning.)

A drive to the inaccessible Strasburg facility would add undue costs to those on a fixed income. Many of the patrons of 22654 zip code live several miles beyond the Star Tannery Post Office. Many are retired, and do not commute daily into Strasburg. Thus the special trip to pick up or mail packages can be as much as 40 or more miles round trip, making their postal experience an economic hardship.

Most of the elderly in Star Tannery do not own computers or cell phones. Rather, they are the loyal patrons who still use stamps to mail letters and packages. So, "You can buy stamps on the Internet" is of limited use to many of our elderly neighbors.

And let me address the foolish notion that the rural carrier can provide service to the front door when requested. The 22654 route loops between two counties for approximately 80 miles. Mail currently is delivered between 3 and 4 pm. If the Star Tannery Post Office is closed, and the elderly follow your suggestion to ask for front door service, more employees will need to be hired to complete the delivery within the business day. Many of the residences are more than ½ mile from the mailbox.

In cities and suburbs, preparations are made to provide services that are safe and accessible. The proposed closing of the only Post Office within so many miles of many of us (while several exist at 5-mile intervals along Route 11)—confounds the human mind. The alternatives suggested to date are not accessible for the elderly and infirm, and they are an economic hardship on the community.

I ask you to pay close attention to the words of the postal regulations mandating that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities." Your proposal to close Star Tannery Post Office is not in compliance with that law.

Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the Postal Service is so proud of saying it is committed to providing? You have many other ways to save money that do not place a burden on the citizens you serve. Please explore those instead of closing Star Tannery Post Office.

Signed,
Virginia L Orndorff

Date: 6-1-11

Name (printed): VIRGINIA L. ORNDORFF

Address: 311 PADDY'S RN. RD.
STAR TANNERY, VA 22654

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 63
PAGE 1 of 2

UNITED STATES
POSTAL SERVICE

August 3, 2011

Virginia Orndorff
311 Paddys Run Rd
Star Tannery, VA 22654

Dear Ms. Orndorff:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a 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 roadside mailboxes or Centralized Box Units. 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 concern that the Strasburg Post Office was not handicapped accessible for disabled or handicapped customers, having to travel to another office for service and the Strasburg Post Office not have adequate street parking. Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

•Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office

• Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.

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WINCHESTER VA 22604-2593
540 667-3352
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• Personal services are also available by contacting the post office. The postmaster, Jennifer Fauver at 540 465-4586 will be glad to make special arrangements for mail delivery, stamp purchases and mailing transactions for those with physical disabilities.

You expressed a concern about growth in the community. 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.

You 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, window operations will be monitored to 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.

You expressed concern that carriers delivering and picking up packages would negate the cost savings, require more carriers and cause delays in delivery times. The Postal Service took into consideration the additional cost for the carrier work load in the cost savings and do not expect any delays in delivery times. It will also not require the hiring of any additional carriers.

You expressed concern that the postal service was not in compliance with the law since we were closing the post office solely for economic reasons. Economic savings are only one of several factors considered. Economic savings have been calculated as required for discontinuance studies. Carrier service is more cost-effective than maintaining a postal facility and postmaster position.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis Voorhees

Dennis Voorhees

DOCKET NO 22654
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RECEIVED
JUN 14 2011
Office of the PMG

RECEIVED
CONSUMER ADVOCATE FOR
CUSTOMER RELATIONS

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

FR

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed,

C BARON FAUST

(Printed)

6/6/11

Date

42917 Cedar Creek Rd.

Address

Star Tannery, VA 22654

7/7

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 145

UNITED STATES
POSTAL SERVICE

August 3, 2011

C. Baron Faust
4297 Cedar Creek Rd
Star Tannery, VA 22654

Dear Mr. Faust:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

Dennis E. Voorhees

DOCKET NO 22654
ITEM NO 53
PAGE 147

RECEIVED
JUL - 5 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

RECEIVED
JUN 28 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

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  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed, Pat King Elsie King Micki King

PAT KING ELSIE KING MICKI KING
(Printed)

Date

P. O. Box 67
252 PADDY RUN ROAD, STAR TANNERY, VA
Address

40 Miles Round Trip to Strasburg for us!
We would accept Reduced Hours!

FR

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22654
ITEM NO 53
PAGE 1 of 8

UNITED STATES
POSTAL SERVICE

August 3, 2011

The King Family
PO Box 67
Star Tannery, VA 22654

Dear King Family:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

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Anderson 22654 Northern Virginia

C

RECEIVED
JUN 12 2011
Office of the PMG

Patrick R. Donahoe
Postmaster General
US Postal Service JUN - 8 2011
475 L'Enfant Plaza SW
Washington, DC 20260

I am writing in response to the threat of closing the Star Tannery Post Office, to say that I disagree strongly with any change in the status of our Post Office. Furthermore, I believe the proposal to be unsupported by the evidence and reliant on manipulation of what data was gathered.

- The proposal (Docket #1383312-22654) assumes that the driving distance for Star Tannery patrons to Strasburg Post Office is equal to the distance between the two Post Offices, 11.2 miles. In fact, few of the patrons who use the Star Tannery Post Office reside near it; most must drive considerably farther. Therefore, the mileage estimate is extremely inaccurate for most of the community affected by closure.
- The 22654 zip code area extends across two counties and embraces a land area of 56.37 miles. The delivery route is 80 miles in length and currently takes most of the day to complete. Furthermore, this Post Office services patrons outside the delivery area. These areas include:
  (1) Zepp. The direct route from Zepp to Maurertown Post Office is a winding steep dirt road that is one lane wide. It is dangerous if not impassible in bad weather. The one-way distance from Zepp to Maurertown is 10.78 miles (19 minutes), so many Zepp residents patronize the Star Tannery facility (7.66 miles or 10 minutes, on paved roads).
  (2) Mountain Falls. These residents make frequent use of the Star Tannery Post Office, because their designated facility in Winchester is so far away. By Back Mountain Road, the one-way trip is 17.53 miles and takes 24 minutes. By Wardensville Grade, it is 18.39 miles and 29 minutes. No wonder they prefer to drive to Star Tannery, 4.22 miles and only 5 minutes.

  It appears that no attempt has been made to assess the true community impact by considering ALL the patrons of the Star Tannery Post Office. Instead, the proposal asserts that there are only 36 customers (the boxholders).
- Closure of the Post Office represents an economic hardship for this community. Many of the residents have home-based businesses that rely on the close proximity of the Post Office. The additional expense of gasoline for the round trip to Strasburg prevents them from offering their lowest prices to consumers. And the time it takes to drive to Strasburg, conduct postal business, and return home puts a strain on seamless customer service. This impairs business activity—the exact opposite of what the Postal Service claims to be about.

As noted in the March community meeting, why close a Post Office that serves a widespread geographic area, when closure results in very little savings and brings unnecessary economic hardship to the community? Now we understand that Fort Valley Post Office is the next to be targeted! Doesn't it make more sense (both economically and from a community impact perspective) to close a facility along Route 11 that is geographically close to its neighbor?

Signed, Darwin L Anderson

DARWIN L. ANDERSON (Printed) 6-1-11
Date

P.O. BOX 142 STAR TANNERY VA. 22654
Address

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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UNITED STATES
POSTAL SERVICE

August 3, 2011

Darwin Anderson
PO Box 142
Star Tannery, VA 22654

Dear Mr. Anderson:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

You stated that the number of miles listed between the offices on the customer notification letter was inaccurate since few of the postal patrons live near the post office and residents from other communities use the post office. Information was taken from an internet mapping site. 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. Stamps are also available at many stores and gas stations were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

You stated that there was no attempt to assess the true impact to the community by considering all patrons of the Star Tannery Post Office. Questionnaires and notifications for the community meeting were delivered to each post office box and rural delivery customer. In addition, copies were placed in the retail lobby for customers that live in other areas that use the Star Tannery Post Office. All customers that used the Star Tannery Post Office were given an opportunity forcomment and input.

You expressed concern that the loss of the Post Office would hurt the home based businesses. It is not expected that home based businesses will be affected by the discontinuance of the Star Tannery Post Office. Home based businesses can use www.usps.com to schedule a pick up. Discounts are available for your packages by using the Click and Ship option in www.usps.com .

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the Final Determination will continue to provide you with effective and regular service.

If I may be of further assistance in this or any other postal related matter, please do not hesitate to call me at 540-667-3352.

Respectfully,

Dennis E. Voorhees

DENNIS MORRIS SHENANDOAH COUNTY BOARD OF SUPERVISORS
DISTRICT 5
1685 Brook Creek Road
Toms Brook, Virginia 22660
Tel: 540-436-9149 Fax: 540-436-3101

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June 16, 2011

RECEIVED
JUN 21 2011
CONSUMER ADVOCATE & CUSTOMER RELATIONS

RECEIVED
JUN 21 2011
Office of the PMG

Mr. Dennis Vorhees
Manager, Post Office Operations
USPS, Northern Virginia
8409 Lee Highway
Merrifield, VA 22081

RE: CLOSING OF THE STAR TANNERY VIRGINIA POST OFFICE

Dear Mr. Vorhees:

As a thirty year member of the Shenandoah County Board of Supervisors, I've tried over the years to represent and speak up for my constituents. Part of my large district includes the Cedar Creek Valley. Many of the people who live there patronize, visit regularly and support the Star Tannery Post Office.

Being in a rural area the availability of a post office is of utmost importance. Depending on where you live in the Star Tannery area many of its citizens would have to travel 8 to 12 miles one way to the next closest post office if the Star Tannery Post Office were to close.

In a rural community, identity is very important to its residents. The Star Tannery Post Office gives its community the identity it deserves.

As an elected official for local County Government I would urge you to reconsider your plans to close the Star Tannery Post Office and give the residents in that community the identity they deserve and the Post Office they love and respect.

Perhaps the worst case option would be to at least allow the Post Office to remain operational with reduced hours.

Your consideration of this matter will be very much appreciated.

Sincerely,

Dennis M. Morris

Dennis M. Morris
Shenandoah County Board of Supervisor
District 5

Cc: Michael Furey, District Manager USPS
David Fields, Vice President Capitol Metro Area Operations USPS
Patrick Donahoe, Postmaster General, USPS
Jim Webb, United States Senator
Mark Warner, United States Senator
Frank Wolf, 10th District Representative
Bob Goodlatte, 6th District Representative
Jill Holtzman Vogel, Virginia State Senator
Gary Lofton, Frederick County Board of Supervisors

FR

6/29

County of Shenandoah

BOARD OF SUPERVISORS

DISTRICT 1 - DICK NEESE 540.740.3414
DISTRICT 2 - STEVE BAKER 540.477.3550
DISTRICT 3 - DAVID FERGUSON 540.984.8777
DISTRICT 4 - SHARON BARONCELLI 540.331.4492
DISTRICT 5 - DENNIS MORRIS 540.436.9149
DISTRICT 6 - CONRAD HELSLEY 540.481.6167

600 N. Main Street, Ste 102
WOODSTOCK, VA 22664

Tel: 540.459.6165 Fax: 540.459.6168
www.shenandoahcountyva.us

OFFICE OF COUNTY ADMINISTRATION

DOUGLAS C. WALKER
COUNTY ADMINISTRATOR

MARY T. PRICE
ASSISTANT COUNTY ADMINISTRATOR

RESOLUTION OPPOSING THE CLOSING OF STAR TANNERY POST OFFICE

WHEREAS, the United States Postal Service has proposed to close the Star Tannery Post Office; and

WHEREAS, the community of Star Tannery, though not physically within the jurisdictional boundaries of Shenandoah County, is an integral part of the fabric of Shenandoah County; and

WHEREAS, many residents of Shenandoah County are served by the Star Tannery Post Office; and

WHEREAS, the closure of the Star Tannery Post Office threatens to disrupt the delivery of mail within the community and cause undue hardship to many citizens that rely on the Star Tannery Post Office for essential postal services; and

WHEREAS, many citizens of the community have voiced objections to the proposal to close the Star Tannery Post Office citing concerns with reduction in levels of service, loss of accessibility for the elderly and infirm, increases in travel distance to alternative postal facilities, and fundamental compliance with federal regulation and have asked the Board of Supervisors to join them in this cause.

NOW, THEREFORE, BE IT RESOLVED by the Shenandoah County Board of Supervisors that the United States Postal Service should give serious consideration to the significant negative impact to citizens within the Star Tannery community and service area should the proposed closure of the Star Tannery Post Office be implemented.

BE IT RESOLVED FURTHER that should the United States Postal Service persist in its efforts to close the Star Tannery Post Office that it explore other options for cost savings including, but not necessarily limited to, the transition of postal services to "level C" and thereby maintain at least partial postal operations within the Star Tannery community.

Unanimously adopted at a regularly scheduled meeting of the Shenandoah County Board of Supervisors on June 14, 2011

Conrad A. Helsley, Chairman
Board of Supervisors

ATTEST:
Douglas C. Walker, Clerk of the Board

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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UNITED STATES
POSTAL SERVICE

July 15, 2011

Dennis M. Morris
Shenandoah County Board of Supervisors
1685 Brook Creek Rd
Tomsbrook, VA 22660

Dear Mr. Morris:

This is in response to your letter addressed to the Postmaster General regarding the proposed closure of the Star Tannery Post Office. As the Post Office Review Coordinator for the Northern Virginia District, it has been referred to me for a response.

In reviewing my files, it shows that I have addressed your concerns in the letter that was addressed to me. I have attached an additional copy for your records.

I realize with change there is always concern. However, we are confident that the alternate service listed in the Final Determination will continue to provide effective and regular service to the Star Tannery Community.

If you have additional questions or comments, please feel free to contact me at (540) 667-3352.

Sincerely,

Dennis E. Voorhees

Attachment

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

MANAGER, POST OFFICE OPERATIONS
NORTHERN VIRGINIA DISTRICT

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ITEM NO 38
PAGE 20 b

UNITED STATES
POSTAL SERVICE

June 23, 2011

Dennis M. Morris
Shenandoah County Board of Supervisors
1685 Brook Creek Rd
Tomsbrook, VA 22660

Dear Supervisor Morris:

This is in response to your letter dated June 16, 2011 along with the *Resolution Opposing the Closing of Star Tannery Post Office* concerning efforts to maintain a postal service presence in the Star Tannery area.

There are currently 26,000 Post Offices where expenses exceed revenue including the Star Tannery Post Office. This office has less than 2 hours of work. Even reducing the number of hours that it currently operates, it would be difficult to justify maintaining a post office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. The postal service has determined that regular and effective service can be provided by rural delivery.

As a self-supporting government enterprise that receives no tax dollars to cover operating expenses, this creates a tremendous financial burden on the Postal Service. By streamlining operations and improving efficiencies across the board, the Postal Service will be able to protect its ability to provide affordable, universal mail service and meet the needs, demands and activities of its customers

You stated that the Star Tannery Post Office gives the community its identity. Customers that elect to receive their mail on the route that serves the community will continue to use the community name in the last line of their address. The Postal Service is helping to preserve the community identity by continuing the use of the community name and ZIP Code in addresses.

You expressed concern about the accessibility of postal services for the elderly and infirm. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. 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 Strasburg postmaster for more information.

P.O. BOX 3603
WINCHESTER VA 22604-2593
540 667-3352
FAX: 540 662-8130

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Most retail transactions do not require a visit to the post office. However, the postal service provides alternative services such as:

- Stamps by Mail is a free service provided by preparing an order form available from the letter carrier of local post office
- Stamps by Phone is available for credit card users by dialing 1-800-STAMP-24, anytime day or night.
- Stamps are available at many grocery stores, pharmacies, banks and large businesses such as Costco and Office Depot.
- Those customers served by a rural letter carrier may make purchase and transactions with the carrier.

We have also been exploring the possibility of expanding alternate access by approaching local businesses about operating a Contract Postal Unit. At this time, there does not appear to be any interest in this program.

The study for the possible discontinuance of the Star Tannery Post Office will be complete in the very near future. A decision will be made about whether we will proceed with a formal proposal to discontinue the Star Tannery Post Office.

If it is decided to proceed with the discontinuance study a Final Determination would be posted. The Final Determination would be posted for 30 days at the Star Tannery and Strasburg Post Offices and would outline how to appeal the decision to the Postal Regulatory Commission.

Thank you for the opportunity to address your concerns.

Sincerely,

Dennis E. Voorhees

Dennis E. Voorhees

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MARK R. WARNER
VIRGINIA

COMMITTEES:
BANKING, HOUSING, AND URBAN AFFAIRS
COMMERCE, SCIENCE, AND TRANSPORTATION
BUDGET
RULES AND ADMINISTRATION
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510–4606

June 20, 2011

Mr. James K. Cari
Government Relations Representative
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260-0004

Dear Mr. Cari:

I have recently been contacted by citizens of Star Tannery, VA concerning the closing of the post office in Star Tannery, Virginia. Enclosed are their petitions.

Thank you.

Sincerely,

Mark R Warner

MARK R. WARNER
United States Senator

MRW/pl

Enclosure(s)

180 West Main Street
Abingdon, VA 24210
Phone: (276) 628-8158
Fax: (276) 628-1036

10° West Main Street
Suite 4900
Norfolk, VA 23510
Phone: (757) 441-3079
Fax: (757) 441-6250

919 East Main Street
Suite 630
Richmond, VA 23219
Phone: (804) 775-2314
Fax: (804) 775-2319

1288 Salem Avenue, SW
Roanoke, VA 24011
Phone: (540) 857-2676
Fax: (540) 857-2600

8000 Towers Crescent Drive
Suite 200
Vienna, VA 22182
Phone: (703) 442-0670
Fax: (703) 442-0408

http://warner.senate.gov

PRINTED ON RECYCLED PAPER

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U.S. Senator Mark Warner

JUN 17 2011

Richmond

Petition Protesting the Proposal to Close Star Tannery Post Office
To be Submitted to USPS District Manager by June 13, 2011

JUN 14 2011

Vienna

We, the customers of Star Tannery Post Office, hereby protest any change in the present status of our Post Office. It is our desire to retain our Post Office at its present status—a United States Post Office operated by career postal employees.

We have many objections to the proposed closure of the Star Tannery Post Office, with replacement by services through the Strasburg Post Office and rural carriers. These objections can be grouped into two categories:

1. The proposal to close is in violation of US law, 39 USC 101(b), which states that "the Postal Service shall provide the maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."
   a. Strasburg Post Office does not provide maximum effective service. There is no handicapped access, no off-street customer parking and extremely limited curbside parking, and there are only 22 post office boxes, inadequate to service the 36 Star Tannery boxholders in addition to the current Strasburg boxholders. The driving distance for 22654 patrons, many of whom live farther from Strasburg than the distance from the Star Tannery Post Office to Strasburg, is an unconscionable waste of gasoline.
   b. Reliance on carrier route service does not provide maximum effective service. There is no secure mail delivery to roadside mailboxes, many of which are more than half a mile from the residence. Locks and slots in the roadside mailboxes do not stop vandalism and theft, which have been a problem in this area. Meeting the carrier to conduct business is very inefficient.
2. The proposal to close is also in violation of 39 USC 401(2), which states that the Postal Service, in making a determination whether or not to close or consolidate a post office, shall consider "the effect of such closing or consolidation on the community served by such post office."
   a. Input from the community on the February 9, 2011 survey has been ignored or deliberately misrepresented—saying that only 7 respondents disagreed with the closure, 8 respondents agreed, and 103 had no opinion. In fact, most of the survey responses were unfavorable comments.
   b. Input from the community at the March 9, 2011 meeting has been ignored or deliberately misrepresented—saying merely that 100 customers attended the meeting with questions. In fact, those attending were extremely vocal in their opposition to the idea of closure.
   c. Impact on the community served by the Star Tannery Post Office has been ignored or deliberately misrepresented—claiming that the number of customers is merely those 36 patrons holding PO boxes. Even though the majority of the 386 households currently receive delivery at a roadside mailbox, these households still depend on the Star Tannery Post Office for effective service. Also, many customers from surrounding zip codes use the Star Tannery Post Office.

We feel that the proposal to close Star Tannery Post Office violates the above-mentioned statutes that govern postal decisions. The Postal Service must find other means to save the $21,988/year estimated from closure.

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Mylea L. Wade	Mylea L. Wade	905 Coal Mine Rd. Sburg 22657	5/23/11
[illegible]	Donald K. Houston	115 Speedman Lane Strasburg 22657	5/23/11
[illegible]	Barbara Hamm	6836 John Marshall Lebanon Ch	5-23-11
[illegible]	Tim Freeman	423 Fromans Rd. 22602	5/23-11
[illegible]	Kelly Wixson	200 Timberline Ridge Rd. ST	5/23/11
zip — [illegible]	Marvin Clem	486 G E Plane	5-23-11
[illegible]	Sharon Colgan	2478 Turkey Run Rd 22654	5/23/11
[illegible]	Teddy Smoot	2376 Turkey Run RD	5/23/11
tw & zip — [illegible]	Merian Keller	16 Daryl Hillar Ag	5/23/11
& zip — [illegible]	Christopher [illegible]	Zapon Lodge	5/23/11
[illegible]	Charles Bailey	199 Humming Bird Ln Star Tannery	5/23/11
zip — [illegible]	Michele Sampson	1563 Spifer Road	5/24/11
[illegible]	Emma Bausman	6578 Zepp Rd 22644	5/24/11
[illegible]	Chris Miller	4297 Cedar Creek Rd. 22654	5/24/11
[illegible]	Donna Gates	5093 John Marshall Hwy	5-24-11
[illegible]	Steve Helsley	438 Bushey Ridge Star Tannery	5-24-11
zip — [illegible]	Dan Buckle	2771 N Mountain Rd	5-24-11
zip — [illegible]	Mike Baughman	21 Little North Lane	5-24-11
zip — [illegible]	Mark Darnell	1005 Mack Mt Rd	5-24/11
zip — [illegible]	Brabara Himelright	33 Coal Mine Rd	5/24/11
zip — Lisa Viands	Lisa Viands	32 Little North Ln	5/24/11
zip — [illegible]	Seldon Conley	262 Haft Moon Ln Star Tan	5/24/11
unknown address HW — [illegible]	Alan Gray	340 Hunt Club Manor	5-24-11
HW — [illegible]	Jon Hagan	141 Trail Ed Dr. Star Tanner	5-25-11
[illegible]	Harry Michael	15 Williams Lane Lebanon Church	5-25-11
address — Billy Rudolph	Billy Rudolph	Star Tannery	5-25
[illegible]	Tina Anderson	4383 Turkey Run Rd Star Tannery	6-4
[illegible]	Cassie Brad,	26 Fairmont Ln Star Tannery	6-4
Charles S. Payne Jr	Charles S. Payne Jr	26 Fairmont Ln S. Tannery	6-4

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Laurel V. Munk	LAUREL V MUNK	PO BOX 133 22654	5/16/11
HW — Larry McIlwee	LARRY MCIlwee	158 22654	5/16/11
Robert A Bahrt	Robert Bahrt	2523 Gravel Springs 22654	5/16/11
Amanda Bennett	Amanda Bennett	2523 Apt. B Gravel Springs R. 22654	5/16/11
Diane Ewing	Diane Ewing	225 Bushy Ridge Dr 22654	5/16/11
Diane Jackson	Diane Jackson	515 Wardensville Pike	5/16/11
ZP — James D Rohrbaugh	JAMES Rohrbaugh	631 Bowcott Hill	5/16/11
Kathy Bahrt	Kathy Bahrt	2523 Gravel Springs Rd 22654	5/16/11
Zip — [illegible]	Brandon B Renner	P.O. Box 172	5/16/11
Michael L Montgomery	MICHAEL A MONTGOMERY	1569 S PIFER RD	5/16/11
Dwayne Madigan	Dwayne Madigan	391 Brill Rd Star Tannery 22654	5/16/11
Valerie Crites	Valerie Crites	106 Buffalo Tl Wi VA	5/17/11
Diane Rudolph	Diane Rudolph	44 Rudolph Lane	5/17/11
Robin A. Hutchinson	Robin A. Hutchinson	1696 South Pifer Rd., Star Tannery, VA	5/17/11
Ronald Hockman	Ronald Hockman	947 Brill Road Star Tannery	5-17-11
Evelyn Hockman	EVELYN HOCKMAN	" " " " "	5-17-11
Linda & Ray Sibert	Linda & Ray Sibert	9186 Zepp Rd. Star Tannery, VA	5-17-11
Earl Brill	Earl Brill	113 Duck Run LN Star Tanner	5/17/11
Helen Keller	Helen Keller	113 Duck Run LN Star Tanner	5/17/11
name — [illegible]	James Hager	141 Trails End Drive Star Tanner	5/17/11
[illegible]	DANA X PITCOCK	1384 ZEPP ROAD STAR TANNERY VA	5/17/11
[illegible]	Charles J Reynolds	358 Bushey Ridge Drive	5-18-11
name — Angel Ondorff	ARGE ONNDORF	91 LOWER VIW RD STRASBURG	5-18 11
Willie Adams	Willie Adams	172 Lowerview Rd Strasburg	5 18-11
Jeff Madigan	JEFF MADIGAN	2523 Gravel Spring Star Tannery	5-18-11
Amanda Bennett	Amanda Bennett	2523 B Gravel Sp. Rd	5-18-11

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Anna Bowley	ANNA BOWLEY	9266 ZEPP RD 22654	5-23-11
Terry Strozda	Terry Strozda	2465 Gravel Springs Rd. 22654	5-28-11
Lisa Strozda	Lisa Strozda	2465 Gravel Springs Rd. 22654	5-28-11
Gettie Strozda	Gettie Strozda	2465 Gravel Springs Rd. 22654	5-28-11
Linda Littleton	Linda Littleton	6341 Wardensville Grade 22654	5-31-11
Ray Littleton	Ray Littleton	6341 Wardensville Grade 22654	5-31-11
Marjorie Dodd	MARJORIE DODD	4261 Cedar Creek Rd 22654	6-1-11
R.W. Dodd	R.W. Dodd	" " " "	"
Kirk Little	Kirk Little	695 Paddys Run Rd 22654	6-1-11
Nancy Little	Nancy Little	695 Paddys Run Rd 22654	6-1-11
John W. Kline	John W. Kline	344 Paddy's Run Rd 22654	6-1-11
Casey Kenyon	Casey Kenyon	1417 N. Pifer Rd. Star Tannery	6-1-11
Teresa Kenyon	Teresa Kenyon	" "	6-1-11
Gregory Kenyon	Gregory Kenyon	" "	6-1-11
Eric Call	Eric Call	1421 N. Pifer Rd Star Tannery	6-1-11
Kara Kenyon	Kara Kenyon	1421 N. Pifer Rd Star Tannery	6-1-11
[illegible]	BRYAN D. STONESIFER	560 Pifer Rd Star Tannery	6-1-11
C. Stonesifer	C. STONESIFER	" " "	6-1-11
M. Stonesifer	M. STONESIFER	" " "	6-1-11
Walt McClean	WALT McCLEAN	461 STAR TANNERY Road	6-1-11
Gisela McClean	GISELA McCLEAN	461 Star Tannery Road	1-6-11
Richard H. Van Metre	Richard H. VAN METRE	152 Redland Lane	6-1-11
R.H. Van Norton	Richard Van Norton	452 Paddys Run Rd 22654	6-1-11
Ray R Himelright	Ray R Himelright	468 Himelright	6-1-11
Elinor Himelright	"	" "	6-1-11
Josie Engle	Josie Engle	501 Brill Rd, Star Tannery	6-1-11

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U.S. SENATOR MARK R. WARNER

919 E. Main Street
Richmond, VA 23219
TEL: 804-775-2317 FAX: 804-775-2319

RECEIVED
JUN 22 2011
GOVERNMENT RELATIONS

TO: Mr. James K. Cari, USPS

FAX: 202-268-3775

FROM: Patrice Lewis, Outreach Rep

DATE: June 13, 2011

RE: Star Tannery Petition

PAGES (including cover): 15

Please review. Thank you.

DOCKET NO 2654
ITEM NO 53
PAGE 1 of 4

UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Mark R. Warner
United States Senator
919 East Main Street, Suite 630
Richmond, VA 23219-4600

Dear Senator Warner:

This responds to your June 20 correspondence on behalf of the residents of Star Tannery, regarding the Post Office in that community.

Thank you for sharing your constituents' comments about the Star Tannery Post Office. I understand your interest in assisting them with their concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission (PRC), and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

DOCKET NO 22654
ITEM NO 53
PAGE 105

Northern Virginia District postal officials studied the Star Tannery Post Office for possible discontinuance, and after careful consideration, a final determination has been made to close this facility. Delivery and retail services will be provided by the Strasburg Post Office, and Post Office box customers will have the option of erecting a mailbox along the carrier's established line of travel or renting a Post Office box at the Strasburg Post Office. The Final Determination to Close will be posted at the Star Tannery Post Office for a period of 30 days and will contain instructions on how affected customers may appeal the decision to the PRC. At this time, a final date has not been set for the closure of the Star Tannery Post Office. However, you may be assured that customers will be notified in advance of any changes that will affect service in their area.

Please note that the Postal Service has also developed a number of convenient offerings that can save customers a trip to the Post Office. Rural carriers generally are considered to be "Post Offices on wheels" as they provide many retail services that are available at the Post Office. They offer mailing supplies, collect outgoing mail, and accept packages. They also can sell certified and registered services, Express Mail, money orders, and stamps. Customers can also buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

As information, district officials are in the process of soliciting business establishments in Star Tannery that may be interested in applying for a contract with the Postal Service to start a Village Post Office (VPO) in their community. VPOs are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office boxes either inside or outside the business. As the needs of our customers evolve, we will continue to look for opportunities to provide them with easier, more convenient access to postal products and services.

Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510-4605

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

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June 15, 2011

JUN 17 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my Richmond office and return the enclosure. In your reply, please reference Susan Tenebaum.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22654
ITEM NO 53
PAGE 167

To: Sen. Jim Webb
~~U.S. Senate~~ 507 E. Franklin St.
Washington, DC Richmond, VA 23219

May 31, 2011

We, the citizens and customers of the Star Tannery Post Office (22654) protest any change in the present status of our post office.

Among our chief concerns is the disparate impact such a closing would have on the community of elderly and disabled persons living in this mountainous region, who must -- if their post office is closed --drive farther and negotiate ever greater hurdles to mail or receive a package.

I would like to tell a small story:

On April 15 of this year I was in the Star Tannery Post Office buying stamps when a Mrs. Knowles arrived. Her husband had driven her from Zepp, about seven miles further down the road. We heard her halting steps and the postmistress rushed to open the door to this woman who wanted to collect a package. It could not be left at her mailbox, which had been vandalized -- along with one of her neighbor's -- the previous week. In any case this package was too large for most mailboxes, even rural ones.

The acting postmistress found the package and put it in Mrs. Knowles' arms, asking, "If I get the door, can you get the package?" Hearing an assent she then opened the door, and -- at the top of the outdoor landing, pointed to the handicapped ramp off to the right and suggested that -- with such a large package to manage -- perhaps Mrs. Knowles would like to take that route with its supportive railing? Then she came back inside and sold me stamps.

I imagine that neither Mrs. Knowles nor the acting postmistress remembers this small event. But the importance of ordinary human kindness in small moments should not be overlooked. This kind of care and concern cannot be duplicated by harried route deliverers standing outside in heat or cold. . And such moments once lost, are lost forever.

As our valley grows, there will be increasing numbers of Mrs. Knowles. Some will be baby boomers looking for respite from the harried pace of town life. They will miss the human pace of our facility without ever having experienced it. Some will be long-time residents. Our region is projected to grow greatly in coming decades. Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the postal service is uniquely able to provide?.

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As we consider the aged and infirm, we find the proposed consolidation with the Strasburg PO particularly unwelcome, as the Strasburg facility is not handicapped accessible. Substitution with other, further facilities are not a real option since some who currently use the Star Tannery facility already drive 7 and more miles over mountain roads to reach the present post office. A move to the inaccessible Strasburg facility would add 10 additional miles to this one-way trip. (For a one-way total of 17 miles, or 34 miles round trip.) Trips to other facilities would only be longer.

We ask you to pay close attention to the words of the Postal Regulation Act which mandates that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities.

The Postal Regulation Act is explicit in pointing this out. As your fellow U.S. citizens we ask you to give additional consideration to our service needs, in particular those of the elderly, the disabled and those living in extremely mountainous areas who are unduly affected by this proposed closing.

Sincerely yours,

Susan Tenenbaum
791 Brill Rd.
Star Tannery, VA

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ITEM NO 53
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senator
507 East Franklin Street
Richmond, VA 23219-2309

Dear Senator Webb:

This responds to your June 15 letter on behalf of Ms. Susan Tenenbaum of Star Tannery, regarding the Post Office in that community.

Thank you for sharing Ms. Tenenbaum's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission (PRC), and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Please note that the Postal Service has also developed a number of convenient offerings that can save customers a trip to the Post Office. Rural carriers generally are considered to be "Post Offices on wheels" as they provide many retail services that are available at the Post Office. They offer mailing supplies, collect outgoing mail, and accept packages. They also can sell certified and registered services, Express Mail, money orders, and stamps. Customers can also buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

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Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

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WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

United States Senate

WASHINGTON, DC 20510-4605

June 14, 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my Richmond office and return the enclosure. In your reply, please reference Ms. Josie Engle.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22654
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Pamela S. McKinley
106 Coopers Lane
Winchester, VA 22602

June 5, 2011

The Honorable Frank Wolf, U.S. Congress
The Honorable Jill H. Vogel, State Senate
The Honorable Beverly Sherwood, House of Delegates RE: USPS/Star Tannery
The Winchester Star
Mr. Robert Engle, Star Tannery

Dear Sir/Madam:

I have been following closely the Winchester Star's reports (most recent June 2) on the steps the United States Postal Service is taking to close down the Star Tannery post office which serves 400 patrons. They claim they could save $40,000/year by this action.

One week ago ABC Evening News interviewed one of Lance Armstrong's teammates regarding the doping scandal in the seven Tour de France cycling races which he won. A video clip of one of the races was shown, and I couldn't help but notice, as it was BIG as life, the team's Nike biking uniforms were all emblazoned with "USPS" and its logo on their sleeves. That equals a BIG sponsorship–it takes BIG $$ to sponsor an entire team in a foreign country for a sporting event. Why is the USPS, an organization that has been crying poor mouth for years, giving sponsorships to sports teams? How many other sponsorships were given in the past 20 years, at what level and to which organizations? Usually, sponsorships are generously given by companies that are running in the black, not those that are operating at a huge loss.

According to the USPS website, the historic Mission Statement states: "*The United States Postal Service shall be operated as a basic and fundamental service provided by the government of the United States, authorized by the Constitution, created by an Act of Congress, and supported by the people. The Postal Service shall have as its basic function the obligation to provide postal services to bind the nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities.*"

In the early nineties, the Postal Service's management reviewed the mission and developed a Statement of Purpose: "*To provide every household and business across the United States with the ability to communicate and conduct business with each other and the world through prompt, reliable, secure and economical services for the collection, transmission, and delivery of messages and merchandise.*"

I believe the 400 postal patrons of Star Tannery have a solid leg to stand on. I urge my fellow citizens of Frederick County to support them, in writing.

Pamela S. McKinley
Frederick County

DOCKET NO 22454
ITEM NO 53
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senate
Washington, DC 20510-4605

Dear Senator Webb:

This responds to your June 14 letter on behalf of Ms. Pamela S. McKinley of Winchester, regarding the Star Tannery Post Office.

Thank you for sharing Ms. McKinley's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

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Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510-4605

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

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June 16, 2011

JUN 20 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my 507 E. Franklin Street, Richmond, VA 23219 office and return the enclosure. In your reply, please reference Marjorie N. Dodd.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22654
ITEM NO 53
PAGE 176

Senator James Webb
3140 Chaparral Drive
Suite 101
Roanoke, Virginia 24108

June 11, 2011

Dear Senator Webb,
I am writing to voice my strong disagreement with the proposed closure of the Star Tannery 22654 Post Office. (Docket# 1383312-22654). This facility is necessary for our community for the following reasons:

1. The current structure is ADA compliant. The PO we will have to use in Strasburg is exempt from the ADA requirement due to its historical significance. We were told that disabled individuals need to pull into the lot and "honk their horns" until someone responds. Obviously this is demeaning and humiliating. Leaving a compliant building for one that is not is contrary to any ADA Regulations.(A complaint has been lodged with the Department of Labor/Justice regarding this issue)There are no handicapped spaces in the lot .

2. The travel to the Strasburg PO is at the least 12 miles and as the serviced community covers a significant area most residents will drive 15-20 miles. The use of high priced gasoline, the increased carbon footprint and the often impassable roads (snow ,mud and local flooding) is very disturbing.

3. The carrier is to address all of the retail needs of the customers. Our concerns were addressed by explaining that all available needs will be met either through on-line requests (MANY of our older residents do not have that access) or by leaving a note in the mailbox asking the carrier to fulfill whatever need the client has. The carrier will honk his horn to advise the client that he is there to provide service. (Most of us have our mailboxes up to ½ mile from the home and likely would not hear the horn!) As our route overlaps 2 counties Frederick and Shenandoah) and covers approximately 80 miles our mail is generally not delivered until late afternoon it will difficult if not impossible for the current carriers to fulfill any "extra" business in a timely manner. It would appear that additional carriers may have to be employed.

4. The primary reason for closing this Post Office is "budgetary restraint". The US Law # 39USC 101(b) states that " no small post office shall be closed solely for operating at a deficit".

5. US Law USC 401 (2) states that closure of a facility must consider the "effect of such closing or consolidation on the community served by each post office". There have been 3meetings in the community and the return of a survey (sponsored by USPS) with reasons the community will be impacted and in each case it has been clearly pointed out what this impact will be. The information has been at best ignored and in several cases deliberately misrepresented.

These are the issues that impact me and my use of the current Star Tannery Post Office. There are others in the community that numerous other concerns that effect their particular situations.
Thank you in advance for your attention to this constituent's negative response to the proposed closure. We are dealing with a time constraint as we were only given 30 days to accomplish the formation of any proof that this closure will , indeed, cause major inconvenience, The 30 days are up...JUNE 20, 2011.

Marjorie N. Dodd
4261 Cedar Creek Road.
Star Tannery, Virginia 22654
mndodd@shentel.net
540-465-2529

Marjorie N Dodd

United States Senate
WASHINGTON, DC 20510 4605
JOINT ECONOMIC COMMITTEE
VETERANS' AFFAIRS
FOREIGN RELATIONS
ARMED SERVICES
JIM WEBB
Jun 11 11 10:00a Dick or Marjorie Dodd 5404652529 p.1
WASHINGTON OFFICE

DOCKET NO 22454
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senator
507 East Franklin Street
Richmond, VA 23219-2309

Dear Senator Webb:

This responds to your June 16 letter on behalf of Ms. Marjorie N. Dodd of Star Tannery, regarding the Post Office in that community.

Thank you for sharing Ms. Dodd's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

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Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

DOCKET NO 22654
ITEM NO 53
PAGE 1 of 9

Petition Protesting the Proposal to Close Star Tannery Post Office
To be Submitted to USPS District Manager by June 13, 2011

We, the customers of Star Tannery Post Office, hereby protest any change in the present status of our Post Office. It is our desire to retain our Post Office at its present status—a United States Post Office operated by career postal employees.

We have many objections to the proposed closure of the Star Tannery Post Office, with replacement by services through the Strasburg Post Office and rural carriers. These objections can be grouped into two categories:

1. The proposal to close is in violation of US law, 39 USC 101(b), which states that "the Postal Service shall provide the maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."
   a. Strasburg Post Office does not provide maximum effective service. There is no handicapped access, no off-street customer parking and extremely limited curbside parking, and there are only 22 post office boxes, inadequate to service the 36 Star Tannery boxholders in addition to the current Strasburg boxholders. The driving distance for 22654 patrons, many of whom live farther from Strasburg than the distance from the Star Tannery Post Office to Strasburg, is an unconscionable waste of gasoline.
   b. Reliance on carrier route service does not provide maximum effective service. There is no secure mail delivery to roadside mailboxes, many of which are more than half a mile from the residence. Locks and slots in the roadside mailboxes do not stop vandalism and theft, which have been a problem in this area. Meeting the carrier to conduct business is very inefficient.
2. The proposal to close is also in violation of 39 USC 401(2), which states that the Postal Service, in making a determination whether or not to close or consolidate a post office, shall consider "the effect of such closing or consolidation on the community served by such post office."
   a. Input from the community on the February 9, 2011 survey has been ignored or deliberately misrepresented—saying that only 7 respondents disagreed with the closure, 8 respondents agreed, and 103 had no opinion. In fact, most of the survey responses were unfavorable comments.
   b. Input from the community at the March 9, 2011 meeting has been ignored or deliberately misrepresented—saying merely that 100 customers attended the meeting with questions. In fact, those attending were extremely vocal in their opposition to the idea of closure.
   c. Impact on the community served by the Star Tannery Post Office has been ignored or deliberately misrepresented—claiming that the number of customers is merely those 36 patrons holding PO boxes. Even though the majority of the 386 households currently receive delivery at a roadside mailbox, these households still depend on the Star Tannery Post Office for effective service. Also, many customers from surrounding zip codes use the Star Tannery Post Office.

We feel that the proposal to close Star Tannery Post Office violates the above-mentioned statutes that govern postal decisions. The Postal Service must find other means to save the $21,988/year estimated from closure.

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Mylea L. Wade	Mylea L. Wade	905 Coal Mine Rd. Sburg 22657	5/23/11
Donald K. Houston	Donald K. Houston	115 Spectrum Cave Stanley 22851	5/23/11
Barbara Hamm	Barbara Hamm	6836 John Marshall Lebanon Ch	5-23-11 22641
	Tim Freeman	423 Fromans Rd. 22602	5/23-11
Kelly Wilson	Kelly Wilson	2007 Timberline Ridge Rd ST	5/23/11
Marvin Clem	MARVIN CLEM	486 GE RLANE	5-23-11
Sharon Colgan	Sharon Colgan	2478 Turkey Run Rd 22654	5/23/11
	TEDDY SMOOT	2376 TURKEY RUN RD	5/23/11
	MERLIN KELLEY	126 APPLE ORCHARD	5/23/11
	Christopher Graham	Weaver Lodge	5/23/11
Charles Bailey	CHARLES BAILEY	199 Hammer Road Ln STAR TANNERY	5/23/11
Michele Sampson	Michele Sampson	1563 Spiser Road	5/24/11
Emma Rawn	Emma Rawn	1578 Zoar Rd 22664	5/24/11
	Chris Miller	4257 Cedar Creek Rd 22654	5/24/11
Donna Gates	Donna Gates	5093 John Marshall Hwy	5-24-11
Steve Helsley	Steve Helsley	438 Bushy Ridge Star Tannery	5-24-11
	Dan Purdy	2721 N Newmarket Rd	5-24-11
Mike Baj	MIKE BAUGHER	21 Little North Lane	5-24-11
	MARK CARTER	1005 Mack Rd	5-24-11
Barbara Wimilright	Barbara Wimilright	33 Coal Mine Rd	5/24/11
Lisa Viands	LISA VIANDS	32 Little North Ln.	5/24/11
Sellon Conley	Sellon Conley	262 HALFMOON LN STAR TA	5/24/11
	ALAN GRAY	340 Mount Olivet Church Rd Mt	5-24-11
	Jon Hagy	141 Triple Ed Dr. Star Tannery	5-25-11
Harry Michael	Harry Michael	16 Williams Lane Lebanon Church	5-25-11
Billy Rudolph	Billy Rudolph	STAR TANNERY	5-25
Tina Andersen	Tina Andersen	4383 Turkeylun Rd Star Tannery	6-4
Cassie Braid	CASSIE BRAID	96 FAIRMONT LN STAR TANNERY	6-4
Charles Payne Jr	CHARLES PAYNE JR	26 FAIRMONT LN S. TANNERY	6-4

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Laurel V. Munk	LAUREL V MUNK	PO BOX 133 22654	5/16/11
[illegible]	[illegible]	158 22654	5/16/11
[illegible]	Robert Bahrt	2523 Gravel Springs 22654	5/16/11
Amanda Bennett	Amanda Bennett	2523 Apt. B Gravel Springs R. 22654	5/16/11
Diane Ewing	Diane Ewing	225 Bushy Ridge Dr 22654	5/16/11
Diane Jackson	Diane Jackson	519 Wardensville Pike	5/16/11
[illegible]	JAMES Rohrbaugh	631 Bennett Hill	5/16/11
Kathy Bahrt	Kathy Bahrt	2523 Gravel Springs Rd 22654	5/16/11
[illegible]	[illegible]	PO Box 112	5/16/11
Michael K Montgomery	MICHAEL A MONTGOMERY	1569 S PIFER RD	5/16/11
[illegible]	[illegible]	391 Brill Rd Star Tannery 22654	5/16/11
[illegible]	Valerie Cooks	156 Buffalo Tr [illegible]	5/17/11
[illegible]	Diane Rudolph	44 Rudolph Lane	5/17/11
[illegible]	Robin A. Hutchinson	1696 South Pifer Rd, Star Tannery, VA	5/17/11
[illegible]	[illegible]	747 Brill Road Star Tannery	5-17-11
[illegible]	[illegible]	" " " " "	5-17-11
[illegible]	[illegible]	[illegible] Star Tannery, VA	5-17-11
Earl Brill	Earl Brill	113 Duck Run Ln Star Tannery	5/17/11
Helen Keller	Helen Keller	113 Duck Run Ln Star Tannery	5/17/11
[illegible]	James Hager	141 Tomb End Drive Star Tannery	5/17/11
[illegible]	Dale L Pifcock	384 Zepp Road Star Tannery	5/17/11
[illegible]	Charles J Reynolds	358 Bushy Ridge Drive	5-18-11
Orsel Vandorff	ARCE VANDORF	91 LOWER VIW RD STRASBURG	5-18-11
Willie Adams	Willie Adams	172 Lowerview Rd Strasburg	5-18-11
Jeff Madigan	JEFF MADIGAN	2523 Gravel Spring Star Tannery	5-18-11
Amanda Bennett	Amanda Bennett	2523 B Gravel Sp. Rd	5-18-11

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Sincerely,

Customers of the Star Tannery Post Office

Signature	Name (Printed)	Street Address and Zip Code	Date
Anna Bowley	ANNA BOWLEY	9266 ZEPP RD 22654	5-23-11
Terry Strozier	Terry Strozier	2465 Gravel Springs Rd. 22654	5-28-11
Lisa Strozier	Lisa Strozier	2465 Gravel Springs Rd. 22654	5-28-11
Caitlin Strozier	Caitlin Strozier	2465 Gravel Springs Rd. 22654	5-28-11
Linda Littleton	Linda Littleton	6341 Wardensville Grade 22654	5-31-11
Ray Littleton	Ray Littleton	6341 Wardensville Grade 22654	5-31-11
Marjorie Dodd	MARJORIE DODD	4261 Cedar Creek Rd 22654	6-1-11
R.N. Dodd	R.N. Dodd	" " "	"
Kirk Little	Kirk Little	695 Paddys Run Rd. 22654	6-1-11
Nancy Little	Nancy Little	695 Paddys Run Rd 22654	6-1-11
John W. Kline	John W. Kline	344 Paddy's Run Rd 22654	6-1-11
Casey Kenyon	Casey Kenyon	1417 N. Pifer Rd. Star Tannery	6-1-11
Teresa Kenyon	Teresa Kenyon	" "	6-1-11
Gregory Kenyon	Gregory Kenyon	" "	6-1-11
Eric Call	Eric Call	1421 N. Pifer Rd Star Tannery	6-1-11
Kara Kenyon	Kara Kenyon	1421 N. Pifer Rd Star Tannery	6-1-11
Richard Stanley	Richard Stanley	560 Pifer Rd Star Tannery	6-1-11
C. Stoneslifer	C. Stoneslifer	" " "	6-1-11
M. Stoneslifer	M. Stoneslifer	" " "	6-1-11
Lisa McClean	Lisa McClean	461 Star Tannery Road	6-1-11
Gisela McClean	Gisela McClean	461 Star Tannery Road	1-6-11
Robert H. Van Meter	Robert H. Van Meter	152 Redwood Lane	6-1-11
Richard Van Meter	Richard Van Meter	452 Paddys Run Rd 22654	6-1-11
Ray R Himelright	Ray R Himelright	455 Himelright	6-1-11
Elinor Himelright	"	" "	6-1-11
Josie Engle	Josie Engle	501 Brill Rd, Star Tannery	6-1-11

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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senator
507 East Franklin Street
Richmond, VA 23219-2309

Dear Senator Webb:

This responds to your June 22 letter on behalf of the residents of Star Tannery, regarding the Post Office in that community.

Thank you for sharing your constituents' comments about the Star Tannery Post Office. I understand your interest in assisting them with their concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission (PRC), and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Northern Virginia District postal officials studied the Star Tannery Post Office for possible discontinuance, and after careful consideration, a final determination has been made to close this facility. Delivery and retail services will be provided by the Strasburg Post Office, and Post Office box customers will have the option of erecting a mailbox along the carrier's established line of travel or renting a Post Office box at the Strasburg Post Office. The Final Determination to Close will be posted at the Star Tannery Post Office for a period of 30 days and will contain instructions on how affected customers may appeal the decision to the PRC. At this time, a final date has not been set for the closure of the Star Tannery Post Office. However, you may be assured that customers will be notified in advance of any changes that will affect service in their area.

Please note that the Postal Service has also developed a number of convenient offerings that can save customers a trip to the Post Office. Rural carriers generally are considered to be "Post Offices on wheels" as they provide many retail services that are available at the Post Office. They offer mailing supplies, collect outgoing mail, and accept packages. They also can sell certified and registered services, Express Mail, money orders, and stamps. Customers can also buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

As information, district officials are in the process of soliciting business establishments in Star Tannery that may be interested in applying for a contract with the Postal Service to start a Village Post Office (VPO) in their community. VPOs are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office boxes either inside or outside the business. As the needs of our customers evolve, we will continue to look for opportunities to provide them with easier, more convenient access to postal products and services.

Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510–4605

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

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June 22, 2011

JUN 29 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituents in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my Richmond, VA office and return the enclosure. In your reply, please reference Star Tannery Post Office.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22154
ITEM NO 53
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senator
507 East Franklin Street
Richmond, VA 23219-2309

Dear Senator Webb:

This responds to your June 17 letter on behalf of Ms. Anne Repaske of Star Tannery, regarding the Post Office in that community.

Thank you for sharing Ms. Repaske's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission (PRC), and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Northern Virginia District postal officials studied the Star Tannery Post Office for possible discontinuance, and after careful consideration, a final determination has been made to close this facility. Delivery and retail services will be provided by the Strasburg Post Office, and Post Office box customers will have the option of erecting a mailbox along the carrier's established line of travel or renting a Post Office box at the Strasburg Post Office. The Final Determination to Close will be posted at the Star Tannery Post Office for a period of 30 days and will contain instructions on how affected customers may appeal the decision to the PRC. At this time, a final date has not been set for the closure of the Star Tannery Post Office. However, you may be assured that customers will be notified in advance of any changes that will affect service in their area.

Please note that the Postal Service has also developed a number of convenient offerings that can save customers a trip to the Post Office. Rural carriers generally are considered to be "Post Offices on wheels" as they provide many retail services that are available at the Post Office. They offer mailing supplies, collect outgoing mail, and accept packages. They also can sell certified and registered services, Express Mail, money orders, and stamps. Customers can also buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

As information, district officials are in the process of soliciting business establishments in Star Tannery that may be interested in applying for a contract with the Postal Service to start a Village Post Office (VPO) in their community. VPOs are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office boxes either inside or outside the business. As the needs of our customers evolve, we will continue to look for opportunities to provide them with easier, more convenient access to postal products and services.

Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510-4605

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

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June 17, 2011

JUN 21 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my 507 E. Franklin St., Richmond, VA 23219 office and return the enclosure. In your reply, please reference Anne Repaske.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22654
ITEM NO 53
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June 4, 2011

Dear Senator Jim Webb,

The United States Postal Service is planning to close the post office in Star Tannery, Virginia. I am vehemently opposed to this. They are planning for us to go to the Strasburg P.O. instead. This would be a 30 mile roundtrip for me. I am 85 years old and do not like to drive on RT.55 to Strasburg in inclement weather. There is no parking at the post office.

There are many elderly, handicapped people in Star Tannery. Since one must climb stairs for access, handicapped persons are requested to park in one of the two handicap designated spaces and blow the horn until someone comes out. That is unacceptable.

We were told to leave letters or packages that we want to mail in our mailboxes with money to cover the cost. We will get our change the next day.. My mailbox is half a mile from my house and I cannot see it through the woods. We were told by our deputy sheriff never to leave letters we are mailing in our boxes because of the problems with identity theft. I can just imagine what would happen if everyone were aware of money and packages being in the boxes.

Star Tannery is a cohesive community. We have our church, a fire department, a country store and our post office. If we were to lose our post office it would be a step toward the eradication of small town life in America. We do not want to be a suburb of Strasburg.

Please take action to make sure we keep our U.S. Post Office.

Sincerely, Anne Repaske

Anne Repaske
570 Paddys Cove Ln.
Star Tannery, VA 22654

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510-4605

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

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June 9, 2011

POC

JUN 20 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my Richmond, VA office and return the enclosure. In your reply, please reference Laurel Munk.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

DOCKET NO 22654
ITEM NO 53
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June 9, 2011

Senator Jim Webb
507 East Franklin Street
Richmond, VA 23219

Re: Proposed Closure of Star Tannery, VA, Post Office

The USPS is proposing to close the Post Office in Star Tannery, VA. The rural community served by this facility, which includes more than those households strictly within the 22654 zip code, finds the proposal to be fundamentally flawed, and has communicated our objections to USPS personnel. However, our protests have been ignored; furthermore, we find that the proposal for closure contains several deliberate misrepresentations.

The deadline for comment on the proposal is fast approaching—June 20. We would appreciate any assistance or support you could give us in retaining a Post Office in Star Tannery. The pattern of behavior by USPS personnel leads us to believe that the USPS will, indeed, pursue closure without offering the community the options we know to be available. Thus, if you are not able to lend your support before June 20, we will still need assistance when we appeal to the Postal Regulatory Commission—a 30-day period that begins whenever the USPS makes a final decision.

I have provided information below on what we feel are the key issues.

1. The proposal is in violation of US law, 39 USC 101(b), which states that *"the Postal Service shall provide the maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."* Closure of the Star Tannery Post Office would not provide maximum degree of effective postal services to this geographically broad area. For many citizens, the undue costs of a repeated round trips (for some, up to 40 miles or 2 gallons of gasoline each trip) to Strasburg as an alternative is an economic hardship. Furthermore, it appears that the $22,000 in savings is, in reality, the sole reason for the closure proposal (other than the bonus the USPS Manager will receive if he is successful). Sending and receiving packages via rural carrier is not effective service either, even if the carrier is willing to drive to the residence, often more than ½ mile from the mailbox. Current delivery times are 3-4 pm and will be even later if patrons are permitted to use the option for front door service, necessary because of the vandalism and theft we continue to experience.
2. The loss of handicapped accessibility is particularly unacceptable. Star Tannery Post Office has a handicapped ramp for the infirm, elderly, asthmatic, arthritic, or any postal patron who cannot negotiate stairs. Because the Strasburg Post Office has no handicapped entrance, patrons who cannot mount the steep steps must wait in their vehicles and honk the horn until someone inside hears them, determines that the honking is not for a traffic-related reason, and comes out

to assist. Some may think this is a fine way to treat citizens, but we find it demeaning and humiliating, not to mention ineffective as a means of providing service.

3. The USPS has not been forthcoming in sharing information with the community on all the alternatives to closure, such as transition to level "C"—part-time—operations. The community is aware of at least two USPS employees who would welcome the opportunity to work at Star Tannery Post Office for 4-6 hours a day, if only the USPS would post the job opportunity. Also, the USPS has not opened the job to individuals in the community at large—they have made inquiries to only two or three business establishments. The USPS has also not shared the possibility of using cluster box units to ensure 24/7 secure letter and parcel delivery and pick-up—an important oversight in an area that experiences mailbox vandalism and theft.
4. The proposal for closure ignores and/or misrepresents the community input. Many more than 7 of the 113 survey respondents were opposed to a potential closure, even if they did not use the words "I object" or "I protest." Classification of responses as "concerns" or, worse yet, as expressing "no opinion" is a gross misrepresentation of the facts. Also, characterization of the March 9 community meeting with USPS representatives as having 80-100 citizens "attending" rather than voicing their strong opposition to closure is completely unacceptable.
5. Given the above issue of misrepresentation, we find it curious that in October 2010, a mere two months before initial steps were taken to gather data on potential closure, the USPS renewed the 5-year lease on the building space, determined to be in good repair. The Star Tannery community is fearful that the USPS will, at some point, misrepresent the building's condition as defective and suspend operations as a tactic in retaliation for the opposition to closure. We certainly hope those fears are unfounded.

Via Express Mail today, I will send you a copy of the proposal for closure. Next week, we will send you a copy of the petition and signature pages. If you need any other supporting information, please do not hesitate to contact me.

The citizens of this rural community deserve no less than "maximum effective" postal service guaranteed by law to all citizens, which is decidedly not what the proposal for closure offers. Please help us keep this terrible thing from happening.

Sincerely,

Laurel V. Munk

Laurel V. Munk
PO Box 133
(220 Tannery Hills Lane)
Star Tannery, VA 22654

540-465-3575 (voice and outgoing fax; no incoming faxes)

DOCKET NO 22654
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senator
507 East Franklin Street
Richmond, VA 23219-2309

Dear Senator Webb:

This responds to your June 9 letter on behalf of Ms. Laurel V. Munk of Star Tannery, regarding the Post Office in that community.

Thank you for sharing Ms. Munk's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission (PRC), and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Northern Virginia District postal officials studied the Star Tannery Post Office for possible discontinuance, and after careful consideration, a final determination has been made to close this facility. Delivery and retail services will be provided by the Strasburg Post Office, and Post Office box customers will have the option of erecting a mailbox along the carrier's established line of travel or renting a Post Office box at the Strasburg Post Office. The Final Determination to Close will be posted at the Star Tannery Post Office for a period of 30 days and will contain instructions on how affected customers may appeal the decision to the PRC. At this time, a final date has not been set for the closure of the Star Tannery Post Office. However, you may be assured that customers will be notified in advance of any changes that will affect service in their area.

Please note that the Postal Service has also developed a number of convenient offerings that can save customers a trip to the Post Office. Rural carriers generally are considered to be "Post Offices on wheels" as they provide many retail services that are available at the Post Office. They offer mailing supplies, collect outgoing mail, and accept packages. They also can sell certified and registered services, Express Mail, money orders, and stamps. Customers can also buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

As information, district officials are in the process of soliciting business establishments in Star Tannery that may be interested in applying for a contract with the Postal Service to start a Village Post Office (VPO) in their community. VPOs are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office boxes either inside or outside the business. As the needs of our customers evolve, we will continue to look for opportunities to provide them with easier, more convenient access to postal products and services.

Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

JIM WEBB
VIRGINIA

COMMITTEE ON
ARMED SERVICES
COMMITTEE ON
FOREIGN RELATIONS
COMMITTEE ON
VETERANS' AFFAIRS
JOINT ECONOMIC COMMITTEE

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ITEM NO 53
PAGE 195

WASHINGTON OFFICE:
WASHINGTON, DC 20510
(202) 224-4024

United States Senate

WASHINGTON, DC 20510-4605

June 14, 2011

JUN 15 2011

Ms. Marie Therese Dominguez
Senior Vice President of Government Relations
U.S. Postal Service
475 L'enfant Plaza, SW, Room 10226
Washington, DC 20260-0226

Dear Ms. Dominguez:

Enclosed is correspondence from my constituent in reference to a matter involving your agency.

Please give this letter every appropriate consideration and review my constituent's case in accordance with all rules, regulations and laws applicable to your agency. Your immediate attention and expeditious assistance would be greatly appreciated.

Please reply in duplicate to my Richmond office and return the enclosure. In your reply, please reference Ms. Josie Engle.

Thank you so much for your assistance to my constituent.

With warm regards, I remain

Sincerely,

Jim Webb
United States Senator

JW: dh
Enclosure

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ITEM NO 53
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Mrs. Josie Engle

501 Brill Road

Star Tannery, Virginia 22654-2313

June 2, 2011

Dear Senator Webb,

The USPS is fixing to close our post office in Star Tannery, Virginia. We have until June 20 to make a case and get all the help we can to keep it open. We need your help.

This post office is vital to the citizens of Star Tannery, many of whom are retired and elderly. We all depend of this post office to keep us in touch with the rest of the world. A lot of us do not have computers to use the internet. If this post office is closed we have to travel a lot further to do our mailings to Strasburg. The Strasburg post office does not have a handicap ramp, not does it have adequate parking. There are also long lines in which to wait for service. All of this is hard on many in our community.

The USPS says it needs to close Star Tannery post office to save billions of dollars. This post office only costs them $40,000 per year to operate (their numbers). How far will that go in saving them billions.

I am opposed to this closing and in no way can see how it will benefit the USPS but it will certainly benefit our whole community if it stays open.

Please join us in our fight, time is short, we appreciate any help you can give us.

Sincerely yours,

Josie Engle

josengle@shentel.net, 540-465-8680

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ITEM NO 53
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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Jim Webb
United States Senate
Washington, DC 20510-4605

Dear Senator Webb:

This responds to your June 14 letter on behalf of Mrs. Josie Engle of Star Tannery, regarding the Post Office in that community.

Thank you for sharing Mrs. Engle's comments. I understand your interest in assisting her with her concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

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Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

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MARK R. WARNER
VIRGINIA

COMMITTEES:
BANKING, HOUSING, AND URBAN AFFAIRS
COMMERCE, SCIENCE, AND TRANSPORTATION
BUDGET
RULES AND ADMINISTRATION
JOINT ECONOMIC COMMITTEE

United States Senate

WASHINGTON, DC 20510–4606

June 21, 2011

Mr. James K. Cari
Government Relations Representative
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260-0004

Dear Mr. Cari:

I have recently been contacted by various citizens of Star Tannery, Virginia concerning the closing of the post office in Star Tannery, Virginia. Each constituent noted the post office is vital to the community, which has a lot of senior citizens, and it poses a hardship for the citizens to go further to Strasburg, Virginia Post Office, which is at least 12 miles away.

Attached please find a copy of that correspondence as well as others. Please review their concerns. You can mail your response to the following:

Senator Mark R. Warner
919 E. Main Street
Suite 630
Richmond, Virginia 23219

Thank you.

Sincerely,

Mark R Warner

MARK R. WARNER
United States Senator

MRW/pl

Enclosure(s)

☐ 180 West Main Street
Abingdon, VA 24210
Phone: (276) 628–8158
Fax: (276) 628–1036

☐ 101 West Main Street
Suite 4300
Norfolk, VA 23510
Phone: (757) 441–3079
Fax: (757) 441–6250

☐ 919 East Main Street
Suite 630
Richmond, VA 23219
Phone: (804) 775–2314
Fax: (804) 775–2319

☐ 1288 Salem Avenue, SW
Roanoke, VA 24011
Phone: (540) 857–2676
Fax: (540) 857–2800

☐ 8000 Towers Crescent Drive
Suite 200
Vienna, VA 22182
Phone: (703) 442–0670
Fax: (703) 442–0409

http://warner.senate.gov

PRINTED ON RECYCLED PAPER

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PAGE 200

U.S. SENATOR MARK R. WARNER

919 E. Main Street
Richmond, VA 23219
TEL: 804-775-2317 FAX: 804-775-2319

RECEIVED
JUN 27 2011
GOVERNMENT RELATIONS

TO: Mr. James K. Cari, USPS **FAX:** 202-268-3775

FROM: Patrice Lewis, Outreach Rep **DATE:** June 13, 2011

RE: Star Tannery Post Office Closing **PAGES (including cover):** 11

Please review the following. Thank you.

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U.S. Senator Mark Warner

JUN 20 2011

Richmond

COMMONWEALTH OF VIRGINIA
HOUSE OF DELEGATES
RICHMOND

BEVERLY J. SHERWOOD
POST OFFICE BOX 2014
WINCHESTER, VIRGINIA 22604

TWENTY-NINTH DISTRICT

COMMITTEE ASSIGNMENTS:
MILITIA, POLICE AND PUBLIC SAFETY (CHAIRMAN)
APPROPRIATIONS
AGRICULTURE, CHESAPEAKE AND NATURAL RESOURCES
RULES

June 9, 2011

U.S. Senator Mark Warner

JUN 15 2011

Vienna

Mr. Dennis Voorhees, Manager
Post Office Operations for Northern VA District
8409 Lee Highway
Merrifield, VA 22081-9998

Dear Mr. Voorhees:

As the House of Delegates representative of the 29th District, I would like to be on record opposing the closing of the Star Tannery Post Office. This rural Post Office is a life line to many of the folks who live in Star Tannery. I think you will agree that this community has certainly turned out to let you know how strongly they feel about keeping the Post Office open.

The eleven mile trip to Strasburg is going to be a major hardship for many of the patrons who rent postal boxes and depend on the boxes for their medications and checks.

I would add, that the Post Office efforts to consolidate and move facilities to central locations is not a wise move from a Homeland Security standpoint.

There are certainly alternatives to closing the Post Office entirely. Opening the Post Office a few days a week, or cutting the number of hours a day it is open. We need to think of new ways to serve the public without shutting all doors. There was a suggestion made on the Editorial Page of the Winchester Star too declassify the post office to a "Level3" facility. Why has that alternative not been suggested by USPS officials.

Sincerely,

Beverly J. Sherwood, Delegate
Virginia House of Delegates
29th District

BJS/cs
CC: The Honorable Frank Wolf
The Honorable Mark Warner
The Honorable Jim Webb

U.S. Senator Mark Warner

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JUN 17 2011

Richmond

Sen. Mark Warner
US Senate
Washington DC

c/o Ann Rust
8000 Towers Crescent Dr.
Suite 200
Vienna, VA 22182

May 31, 2011

We, the citizens and customers of the Star Tannery Post Office (22654) protest any change in the present status of our post office.

Among our chief concerns is the disparate impact such a closing would have on the community of elderly and disabled persons living in this mountainous region, who must -- if their post office is closed --drive farther and negotiate ever greater hurdles to mail or receive a package.

I would like to tell a small story:

On April 15 of this year I was in the Star Tannery Post Office buying stamps when a Mrs. Knowles arrived. Her husband had driven her from Zepp, about seven miles further down the road. We heard her halting steps and the postmistress rushed to open the door to this woman who wanted to collect a package. It could not be left at her mailbox, which had been vandalized -- along with one of her neighbor's -- the previous week. In any case this package was too large for most mailboxes, even rural ones.

The acting postmistress found the package and put it in Mrs. Knowles' arms, asking, "If I get the door, can you get the package?" Hearing an assent she then opened the door, and -- at the top of the outdoor landing, pointed to the handicapped ramp off to the right and suggested that -- with such a large package to manage -- perhaps Mrs. Knowles would like to take that route with its supportive railing? Then she came back inside and sold me stamps.

I imagine that neither Mrs. Knowles nor the acting postmistress remembers this small event. But the importance of ordinary human kindness in small moments should not be overlooked. This kind of care and concern cannot be duplicated by harried route deliverers standing outside in heat or cold. . And such moments once lost, are lost forever.

As our valley grows, there will be increasing numbers of Mrs. Knowles. Some will be baby boomers looking for respite from the harried pace of town life. They will miss the human pace of our facility without ever having experienced it. Some will be long-time residents. Our region is projected to grow greatly in coming decades. Will we leave the elderly and infirm to their own devices, or will we preserve the personal care and attention the postal service is uniquely able to provide?.

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As we consider the aged and infirm, we find the proposed consolidation with the Strasburg PO particularly unwelcome, as the Strasburg facility is not handicapped accessible. Substitution with other, further facilities are not a real option since some who currently use the Star Tannery facility already drive 7 and more miles over mountain roads to reach the present post office. A move to the inaccessible Strasburg facility would add 10 additional miles to this one-way trip. (For a one-way total of 17 miles, or 34 miles round trip.) Trips to other facilities would only be longer.

We ask you to pay close attention to the words of the Postal Regulation Act which mandates that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities.

The Postal Regulation Act is explicit in pointing this out. As your fellow U.S. citizens we ask you to give additional consideration to our service needs, in particular those of the elderly, the disabled and those living in extremely mountainous areas who are unduly affected by this proposed closing.

Sincerely yours,

Susan Tenenbaum
791 Brill Rd.
Star Tannery, VA

Susan Tenenbaum

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U.S. Senator Mark Warner

JUN 15 2011

Richmond

Senator Mark Warner
8000 Tower Crescent Drive
Ste. 200
Vienna, Va. 22182
Attn: Ann Rust

June 11, 2011

Dear Senator Warner,
I am writing to voice my strong disagreement with the proposed closure of the Star Tannery 22654 Post Office. (Docket# 1383312-22654). This facility is necessary for our community for the following reasons:

1. The current structure is ADA compliant. The PO we will have to use in Strasburg is exempt from the ADA requirement due to its historical significance. We were told that disabled individuals need to pull into the lot and "honk their horns" until someone responds. Obviously this is demeaning and humiliating. Leaving a compliant building for one that is not is contrary to any ADA Regulations.(A complaint has been lodged with the Department of Labor/Justice regarding this issue)There are no handicapped spaces in the lot .

2. The travel to the Strasburg PO is at the least 12 miles and as the serviced community covers a significant area most residents will drive 15-20 miles. The use of high priced gasoline, the increased carbon footprint and the often impassable roads (snow ,mud and local flooding) is very disturbing.

3. The carrier is to address all of the retail needs of the customers. Our concerns were addressed by explaining that all available needs will be met either through on-line requests (MANY of our older residents do not have that access) or by leaving a note in the mailbox asking the carrier to fulfill whatever need the client has. The carrier will honk his horn to advise the client that he is there to provide service. (Most of us have our mailboxes up to ½ mile from the home and likely would not hear the horn!) As our route overlaps 2 counties Frederick and Shenandoah) and covers approximately 80 miles our mail is generally not delivered until late afternoon it will difficult if not impossible for the current carriers to fulfill any "extra" business in a timely manner. It would appear that additional carriers may have to be employed.

4. The primary reason for closing this Post Office is "budgetary restraint". The US Law # 39USC 101(b) states that " no small post office shall be closed solely for operating at a deficit".

5. US Law USC 401 (2) states that closure of a facility must consider the "effect of such closing or consolidation on the community served by each post office". There have been 3meetings in the community and the return of a survey (sponsored by USPS) with reasons the community will be impacted and in each case it has been clearly pointed out what this impact will be. The information has been at best ignored and in several cases deliberately misrepresented.

These are the issues that impact me and my use of the current Star Tannery Post Office. There are others in the community that numerous other concerns that effect their particular situations.
Thank you in advance for your attention to this constituent's negative response to the proposed closure. We are dealing with a time constraint as we were only given 30 days to accomplish the formation of any proof that this closure will , indeed, cause major inconvenience, The 30 days are up...JUNE 20, 2011.

Marjorie N. Dodd
4261 Cedar Creek Road.
Star Tannery, Virginia 22654

mdodd@shentel.net
540-465-2529

Marjorie N Dodd

U.S. Senator Mark Warner

JUN 13 2011

6-5-11

Vienna

Dear Senator Mark Warner,

The United States Postal Service is planning to close the post office in Star Tannery, VA. I am vehemently opposed to this. They are planning for us to go to the Strasburg P.O. instead. This would be a 30 mile round trip for me.

The suggestion to leave letters and peckages that we want to mail in our mailboxes with money to cover the cost is unreasonable. My mail box is half a mile from my house and I cannot see it through the woods. We were told by our deputy sheriff never to leave

06/24/2011 14:48 FAX 8047752319 SENATOR MARK WARNER 007/010

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Daisy
53
Das

letters we are mailing in our boxes because of the problems with identity theft. The knowledge that money and packages are being left in mail boxes can be very tempting.

Star Tannery is a cohesive community. We have our church, a fire department, a country store and our post office. If we were to lose our post office it would be a step towards the eradication of small town life in America. We don't want to be a suburb of Strasburg.

Please take action to

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make sure we keep our Port Office.

Sincerely,

Anne Repaske

Anne Repaske
570 Paddys Cove Ln.
Star Tannery, VA 22654
(540) 436-3546
ca

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U.S. Senator Mark Warner

Pamela S. McKinley
106 Coopers Lane
Winchester, VA 22602

JUN 13 2011

Vienna

June 5, 2011

The Honorable Frank Wolf, U.S. Congress
The Honorable Jill H. Vogel, State Senate
The Honorable Beverly Sherwood, House of Delegates RE: USPS/Star Tannery
The Winchester Star
Mr. Robert Engle, Star Tannery

Dear Sir/Madam:

I have been following closely the Winchester Star's reports (most recent June 2) on the steps the United States Postal Service is taking to close down the Star Tannery post office which serves 400 patrons. They claim they could save $40,000/year by this action.

One week ago ABC Evening News interviewed one of Lance Armstrong's teammates regarding the doping scandal in the seven Tour de France cycling races which he won. A video clip of one of the races was shown, and I couldn't help but notice, as it was BIG as life, the team's Nike biking uniforms were all emblazoned with "USPS" and its logo on their sleeves. That equals a BIG sponsorship–it takes BIG $$ to sponsor an entire team in a foreign country for a sporting event. Why is the USPS, an organization that has been crying poor mouth for years, giving sponsorships to sports teams? How many other sponsorships were given in the past 20 years, at what level and to which organizations? Usually, sponsorships are generously given by companies that are running in the black, not those that are operating at a huge loss.

According to the USPS website, the historic Mission Statement states: *"The United States Postal Service shall be operated as a basic and fundamental service provided by the government of the United States, authorized by the Constitution, created by an Act of Congress, and supported by the people. The Postal Service shall have as its basic function the obligation to provide postal services to bind the nation together through the personal, educational, literary, and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."*

In the early nineties, the Postal Service's management reviewed the mission and developed a Statement of Purpose: *"To provide every household and business across the United States with the ability to communicate and conduct business with each other and the world through prompt, reliable, secure and economical services for the collection, transmission, and delivery of messages and merchandise."*

I believe the 400 postal patrons of Star Tannery have a solid leg to stand on. I urge my fellow citizens of Frederick County to support them, in writing.

Pamela S. McKinley
Frederick County

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UNITED STATES POSTAL SERVICE

August 4, 2011

The Honorable Mark R. Warner
United States Senator
919 East Main Street, Suite 630
Richmond, VA 23219-4600

Dear Senator Warner:

This responds to your June 21 correspondence on behalf of the residents of Star Tannery, regarding the Post Office in that community.

Thank you for sharing your constituents' comments about the Star Tannery Post Office. I understand your interest in assisting them with their concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products, and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations, and branches that has been virtually untouched.

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Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(signed)

James K. Cari
Government Relations Representative

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FRANK R. WOLF
10TH DISTRICT, VIRGINIA

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:
CHAIRMAN—COMMERCE-JUSTICE-SCIENCE
TRANSPORTATION-HUD
STATE AND FOREIGN OPERATIONS

CO-CHAIR - TOM LANTOS
HUMAN RIGHTS COMMISSION

241 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-4610
(202) 225-5136

13873 PARK CENTER ROAD
SUITE 130
HERNDON, VA 20171
(703) 709-5800
(800) 945-9653 (IN STATE)

110 NORTH CAMERON STREET
WINCHESTER, VA 22601
(540) 667-0990
(800) 850-3463 (IN STATE)

wolf.house.gov

Congress of the United States
House of Representatives
June 8, 2011

Mr. Mike Furey
District Manager
United States Postal Service, Merrifield
8409 Lee Hwy
Merrifield VA 22081

Dear Mr. Furey:

I am writing regarding your efforts to assist the Star Tannery community in maintaining a postal service presence in the town that is rather isolated from other nearby communities. I appreciate your working with leaders in the community to explore various options, including the Village Post Office Program and the location of cluster mail boxes so that the residents of Star Tannery will continue to have access to local postal services.

My staff has attended two community meetings and have kept me informed with respect to the ideas that have come from these meetings. I also know that you have spoken with two members of my senior staff regarding this matter. I am hopeful that a compromise will work for the Star Tannery community as well as the Postal Service. .

Best wishes.

Sincerely,

Frank R. Wolf
Member of Congress

FRW:jm

THIS STATIONERY PRINTED ON PAPER MADE OF RECYCLED FIBERS

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN VIRGINIA DISTRICT

DOCKET NO 22454
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UNITED STATES POSTAL SERVICE

August 2, 2011

The Honorable Frank R. Wolf
Member of Congress
13873 Center Road, Suite 130
Herndon, VA 20171

Attention: Judy McCary

Dear Congressman Wolf:

This is in response to your letter dated June 8, 2011 concerning efforts to maintain a postal service presence in the Star Tannery Post Office.

Previously, the Manager of Retail visited two potential businesses to determine if they were interested in operating a Contract Postal Unit. We received initial feedback that they did not want to be perceived as assisting the postal service close the Star Tannery Post Office. In addition, running a full blown Contract Postal Unit could involve considerable training of the business employees, to become familiar with all the postal services product and services.

Postal Headquarters has subsequently developed a new program called the Village Post Office (VPO). The establishment of a VPO would provide postal access in the community. VPO's sell stamp booklets and provide Priority flat Rate boxes and envelopes through a small display.

In addition, if the business is agreeable, we could install 2 Cluster Box Units at a location outside of the business to accommodate the Post Office Box holders at the Star Tannery Post Office that would be served by our rural carrier. A blue collection box could even be retained.

VPO's are also beneficial to the business. It increases foot traffic, impulse buying and associates the business with the USPS Brand. In addition, they receive a negotiated fee.

Our Retail and Sales staff has made contact with the potential businesses to determine if they are interested in this new concept. This is a concept that can be beneficial to the community, to the VPO operator, and to the USPS.

Thank you for the opportunity to address your concerns.

Sincerely,

Michael S. Furey

cc: Dennis Voorhees, Manager, Post Office Operations
Kim Timberlake, Manager (A), Marketing

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