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POSTAL REGULATORY COMMISSION
901 NEW YORK AVENUE NW SUITE 200
WASHINGTON DC 20268-0001

Office of PAGR

The Postal Service has informed us of a decision to close our post office: Bentonville, Ohio. This action is being taken after meeting the provisions of the Postal Reorganization Act of 1970, and over our protestations.

We, the customers of the Bentonville, Ohio, Post Office, vigorously protest this action in view of the provision in the Postal Reorganization Act that calls for the Postal Service to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where the post office is not self-sustaining. Bentonville, Ohio, is a rural, small town with rich heritage and strong identity. It is located along the convergence of two State highways carrying substantial traffic to the only crossing points of the Ohio River into Kentucky within 50 miles East or West.

The Postal Service's decision to close our post office and provide rural delivery service raises questions concerning the sanctity of the mail and the risks involved in the handling of mail by non-career employees. We also foresee inconveniences in purchasing money orders and stamps, and sending accountable mail. We have the same concerns regarding the receipt of accountable mail, such as certified letters, registered letters and CODs.

The Postal Service has also suggested future "community" post offices may be available to us. But the Service ignores the fact that Bentonville, Ohio, is itself a community; and longstanding as such. The Service's suggestion raises questions concerning the sanctity of the mail and furthers the risks involved in the handling of the mail by non-career employees. We also know lessee's of these locations can sub-lease their contracts and hire sub-standard help, and that the contract can be terminated with cause by either party. Once we are deprived of our present post office, we no longer come under the protection of the Postal Reorganization Act and are at the mercy of the Postal Service and/or an independent outlet.

The Postal Service has similarly suggested our post office will be served without inconvenience by the Manchester, Ohio Post Office. This will mean the loss of our identity as a community. We will not have a postmaster to whom we can take our problems, complaints and compliments. This directs us to a distant location for service.

We know the concerns and responses made to and by the Postal Service will be provided to you but want to restate several of the more important concerns from our position as a rural community:

1. Bentonville, Ohio is a model community of the basis for the government policy established by law that the Postal Service must provide a maximum degree of effective and regular postal services to rural areas, communities and small towns where post offices are not self-sustaining. Bentonville consists of primarily single-family homes located along and within two to three streets of the mile-long

convergence of Ohio State Highways 41 and 136 through the town. There are several small businesses and many farms operating in the town and the surrounding community. The town is the home of several longstanding church congregations. The Bentonville Post Office serves all of this community. For historical significance, Verna Naylor, at the time of her death on July 6, 2010, then Postmaster of the Bentonville Ohio Post Office, had been with the Postal Service over 42 years and was the oldest Postmaster and oldest Postal employee (94) in the U.S.

2. When considering the requirement that regular and effective service is paramount, one factor stands out as the example of effective service being maintained by keeping the Bentonville Post Office. Customers receiving their mail in the Bentonville Post Office have the opportunity to respond to their mail with return mailing within the same day. Currently, they have until the close of the business day at the post office to submit mail to be picked up for delivery. Under the proposed rural delivery method, customers will have to wait at least one day before they can submit their mail back into their box to be picked up by the rural carrier. Under the proposed plan, to make a same day mailing would require current customers to make substantially different travel to the proposed main station miles away and only if their rural delivery came within sufficient time to make the trip before the station closed.
3. The Postal Service Proposal did not address additional points unfavorable to the closing of the Bentonville Post Office and responded to every concern with only reasons favorable to the Service's position to close the office. For example, mailbox vandalism is an unfavorable result of the proposed change and merely responding that it is experienced in many communities does not address the real impact upon regular and effective mail service. Likewise, requiring customers to take on the obligations of acquiring, installing and maintaining their own mailbox is an unfavorable reason for the proposed change where paramount considerations are the effective and regular mail service in a rural community.
4. Much of the Postal Service's own policies are responsible for the reasoning aimed at the lack of use of the Bentonville Post Office facility and its proposed closing. Surrounding post offices (both West Union and Manchester) have extended their rural delivery into the Bentonville Post Office service area without restriction. These extensions have taken customers who otherwise would use the Bentonville Post Office. The customers displaced to other locations' rural routes are not acclimated to the benefits and services to be provided by the local post office. (Note also, where not convenient to the rural delivery of these other locations and on dangerous sections of highway on the rural routes, at least two customers of other offices' rural delivery were instructed to maintain a post office box at the Bentonville Post Office).
5. The Postal Service now issues its own marketing aimed at making "community" post office locations in retail outlets and elsewhere. These marketing efforts also proclaim the benefits of post office box rentals and usage. The same arguments support the

continued existence of the Bentonville Post Office because these services are already in place there. More importantly, the services at the Bentonville Post Office truly serve the policy established by law to provide regular and efficient postal services to small communities and rural areas where such services are not self-sustaining.

We feel that, as citizens of the United States, we are entitled to the same efficient postal service provided to our counterparts in urban areas. The Postal Reorganization Act is explicit in pointing this out. We petition you, as members of the Postal Regulatory Commission, to respectfully consider our protest and order the Postal Service to give additional considerations to our service needs.

Respectfully,

Signature	Print Name	Mailing Address	Date signed
<i>Glendia Rose</i>	Glendia ROSE		8-19-11
<i>Greg Hanson</i>	Greg HANSON		8-19-11
<i>Cindy Hanson</i>	Cindy HANSON		8-19-11
<i>Rhavia Craley</i>	Rhavia CRALEY		8-19-11
<i>Joseph DeVore</i>	JOSEPH DEVORE		8-19-11
<i>Randy DeVore</i>	JOSEPH RANDEVORE		8-19-11
<i>Peggy Douce</i>	PEGGY DOUCE		8-19-11
<i>Linda Sue Daylor</i>	Linda Sue DAYLOR		8-20-11
<i>Ruth F. Pence</i>	RUTH F. PENCE		8-20-11
<i>Tracy Allison</i>	TRACY ALLISON		8/20/11
<i>Debra Allison</i>	DEBRA ALLISON		8/20/11
<i>Betty Deatley</i>	BETTY DEATLEY		8/20/11
<i>William Deatley</i>	WILLIAM DEATLEY		8/20/11
<i>Beulah Furnier</i>	BEULAH FURNIER		8/20/11
<i>Elsie Slinger</i>	ELSIE SLINGER		8/20/11
<i>John P. Slinger</i>	JOHN P. SLINGER		8/20/11
<i>Don R. Young</i>	DON R. YOUNG		8/20/11
<i>Mary Ann Tadlock</i>	Mary Ann TADLOCK		8/20/11
<i>Johnny Snyder</i>	Johnny SNYDER		8/20/11
<i>Elizabeth Wilkoff</i>	ELIZABETH WILKOFF		8/20/11

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POSTAL REGULATORY COMMISSION

BENTONVILLE, OH POST OFFICE APPEAL

Additional signatures in support:

Signature	Print Name	Mailing Address	Date signed
<i>Paul White</i>	PAUL WHITE		8/21/11
<i>Clara Tomlin</i>	CLARA TOMLIN		8/21/11
<i>Jewell Scott</i>	JEWELL SCOTT		8/21/11
<i>Jerrod M. Brown</i>	Jerrod M. Brown		8/21/11
<i>Joe Daniels</i>	JOE DANIELS		8/21/11
<i>Burna Daniels</i>	BURNA DANIELS		8/21/11
<i>Robert Welch</i>	ROBERT WELCH		8/21/11
<i>Faye Welch</i>	FAYE WELCH		8/21/11
<i>Martha Tolle</i>	MARTHA TOLLE		8/21/11
<i>DR Engineering</i>	DR Engineering Madena Leonard		8/21/11
<i>Madena Leonard</i>	Madena Leonard		8/21/11
<i>Burice Baldwin</i>	Burice Baldwin ^{Burice}		8/21/11
<i>Vernon Shively</i>	VERNON SHIVELY		8-21-11
<i>Rosalie Shively</i>	Rosalie Shively		8-21-11
<i>Itha Jarvis</i>	ITHA JARVIS		8-22-11
<i>Shirley R. Brown</i>	SHIRLEY R. BROWN		8-22-11
<i>Donna Wright</i>	DONNA WRIGHT		8-22-11
<i>Harry Dwyer</i>	HARRY DWYER		8-22-11
<i>Brenda Bennington</i>	BRENDA BENNINGTON		8-22-11
<i>Danny B. Bayless Sr.</i>	DANNY BAYLESS SR.		8-22-11
<i>Charles Harrod</i>	CHARLES HARROD		8-22-11
<i>Geneva Pollard</i>	GENEVA POLLARD		8-22-11
<i>Leon Pollard</i>	LEON POLLARD		8-22-11
<i>Harry Brinker</i>	HARRY BRINKER		8-22-11
<i>Richard A. Blavin</i>	RICHARD A. BLAVIN		8-22-11

Manchard

