

BENTONVILLE Docket: 1354701 - 45105

*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review

Return to File

Page	Document		
1.	Request/approval to study for discontinuance (12/14/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Notice (if appropriate) to Headquarters of suspension N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Notice (if appropriate) to customers/district personnel of suspension N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Highway map with community highlighted (12/16/2010)	<input checked="" type="checkbox"/>	
5.	Eviction notice (if appropriate) (12/16/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Building inspection report and original photos of building deficiencies (if appropriate) (12/16/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Post Office and community photos (12/16/2010)	<input checked="" type="checkbox"/>	
8.	PS Form 150, Postmaster Workload Information (12/16/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Worksheet for calculating work service credit (12/16/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Window transaction record (01/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.	Record of incoming mail (01/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12.	Record of dispatched mail (01/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13.	Administrative postmaster/OIC comments (12/09/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Inspection Service/local law enforcement vandalism reports (12/08/2010)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Post Office fact sheet (03/10/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16.	Community fact sheet (01/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17.	Alternate service options/cost analysis (01/26/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18.	Form 4920, Post Office Fact Sheet (03/10/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19.	Recommendation and Service Replacement Type (01/26/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20.	Questionnaire instruction letter to postmaster/OIC (01/26/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21.	Cover letter, questionnaire, and enclosures (02/04/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22.	Returned customer questionnaires and Postal Service response letters (02/04/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23.	Analysis of questionnaires (03/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24.	Community meeting roster (02/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
25.	Community meeting analysis (02/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
26.	Community meeting letter (Need to set before questionnaire if not held before) (03/02/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
27.	Petition and Postal Service response letter (if appropriate) (06/14/2011)	<input checked="" type="checkbox"/>	
28.	Congressional inquiry and Postal Service response letter (if appropriate) (06/14/2011)	<input checked="" type="checkbox"/>	
29.	Proposal checklisr (03/10/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30.	District notification to Government Affairs (03/21/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
31.	Instructions to postmaster/OIC to post proposal (03/16/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
32.	Invitation for comments exhibit (03/21/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
33.	Proposal exhibit (3/21/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
34.	Comment form exhibit (03/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
35.	Instructions for postmaster/OIC to remove proposal (03/16/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
36.	Round-date stamped proposals and invitations for comments from affected offices (06/07/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
37.	Notification of taking proposal and comments under internal consideration (03/16/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
38.	Proposal comments and Postal Service response letters (06/07/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
40.	Analysis of comments (06/15/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
41.	Revised proposal (if appropriate) (03/11/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
42.	Updated PS Form 4920 (if appropriate) (03/10/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
43.	Certification of record (06/16/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
44.	Log of Post Office discontinuance actions (06/16/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

BENTONVILLE Docket: 1354701 - 45105

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41.	Revised proposal (if appropriate) (03/11/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
42.	Updated PS Form 4920 (if appropriate) (03/10/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
43.	Certification of record (06/16/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
44.	Log of Post Office discontinuance actions (06/16/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (07/06/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
46.	Headquarters' acknowledgment of receipt of record (08/01/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
47.	Final determination transmittal letter from Headquarters (08/01/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
48.	Instruction letter to postmaster/OIC on posting (08/03/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
49.	Round-date stamped final determination cover sheets (0)	<input type="checkbox"/>	
50.	Postal Bulletin Post Office Change Announcement (0)	<input type="checkbox"/>	<input type="checkbox"/>
51.	Vice president, Delivery and Retail, instruction letter (08/01/2011)	<input checked="" type="checkbox"/>	<input type="checkbox"/>



12/14/2010

CHU FALLING STAR
DISTRICT MANAGER
CINCINNATI PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the Oh-02 congressional district.

Post Office Name: BENTONVILLE
Zip+4 Code: 45105-9998
EAS Level: 55
Finance Number: 380672
County: Adams
Proposed Admin Office: MANCHESTER
ADMIN Miles Away: 5.0
Near Office Name: MANCHESTER
Near Miles Away: 5.0
Number of Customers:
Post Office Box: 28
General Delivery: 0
Rural Route (RR): 0
Highway Contract Route (HCR): 0
Intermediate RR: 0
Intermediate HCR: 0
City Delivery: 0
Total Customers: 28
ZIP Code Change: Yes NO ZIP Code 45144
Maintain Town Name: Yes NO

The above office became vacant when the postmaster passed away on 07/06/2010.

Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.

ANDREW GLANCY
Manager, Post Office Operations

Approval to Study for Discontinuance:

CHU FALLING STAR
DISTRICT MANAGER
CINCINNATI PFC

12/14/2010

DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
Post Office: Classified Station Classified Branch CPO

• There was no Emergency Suspension for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 06/16/2011
Fax No: (513) 684-5749



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
Post Office: Classified Station Classified Branch CPO

There was no Emergency Suspension for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 06/16/2011
Fax No: (513) 684-5749



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Post Office™ Locations

[PRINT](#) | [BACK](#)

Post Office™ Locations near 45105



1 **Post Office™**
Location -
BENTONVILLE
 7785 STATE ROUTE
 41
 BENTONVILLE, OH
 45105-9998
 (800) ASK-USPS
 (800) 275-8777
 (937) 549-3360

0.0 mi

Business Hours
 Mon-Sat
 6:30am-9:00am
 1:30pm-5:00pm
 Sun
 closed

Services
[PO Boxes Online](#)

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

2 **Post Office™**
Location -
MANCHESTER
 301 PIKE ST
 MANCHESTER, OH
 45144-9998
 (800) ASK-USPS
 (800) 275-8777
 (937) 549-1007

0.0 mi

Business Hours
 Mon-Fri
 8:30am-1:00pm
 2:00pm-5:00pm
 Sat
 8:30am-12:00pm
 Sun
 closed

Services
[PO Boxes Online](#)

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

3 **Post Office™**
Location -
TOLLESBORO
 3900 W KY 10
 TOLLESBORO, KY
 41189-9998
 (800) ASK-USPS
 (800) 275-8777
 (606) 798-4691

7.6 mi

Business Hours
 Mon-Fri
 7:30am-12:00pm
 12:30pm-4:00pm
 Sat
 8:30am-10:30am
 Sun
 closed

Services
[PO Boxes Online](#)

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

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4 **Post Office™**
Location - WEST UNION
 117 E NORTH ST
 WEST UNION, OH
 45693-1099
 (800) ASK-USPS
 (800) 275-8777
 (937) 544-3143
 8.3 mi

Business Hours
 Mon-Fri 8:30am-4:30pm
 Sat 9:30am-12:00pm
 Sun closed

Services
[PO Boxes Online](#)
 Service hours may vary. Please check link for business hours.

5 **Post Office™**
Location - ABERDEEN
 720 US HIGHWAY 52
 ABERDEEN, OH
 45101-9998
 (800) ASK-USPS
 (800) 275-8777
 (937) 795-2531
 8.5 mi

Business Hours
 Mon-Fri 8:30am-11:30am
 12:30pm-4:00pm
 Sat 8:30am-11:30am
 Sun closed

Services
[PO Boxes Online](#)
 Service hours may vary. Please check link for business hours.

Post Office™ Locations near 45105

By City

[BENTONVILLE](#) [MANCHESTER](#) [TOLLESBORO](#) [WEST UNION](#) [ABERDEEN](#)

By ZIP Code

[45144](#) [41189](#) [45693](#) [45101](#) [41056](#) [45115](#) [45650](#) [41096](#) [45684](#) [45167](#)
[45618](#) [45616](#) [41034](#) [45168](#) [41062](#) [41179](#) [45697](#) [45679](#) [41044](#) [41055](#)

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People Search
 Search for a person and perform a reverse lookup on phone numbers and addresses.

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

Reverse Phone Number
 See who is calling you



Eviction Notice

A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
Post Office: Classified Station Classified Branch CPO

There was no eviction notice for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 06/16/2011
Fax No: (513) 684-5749



Building Inspection Report

A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
Post Office: Classified Station Classified Branch CPO

• There was no building inspection report nor photos for this office

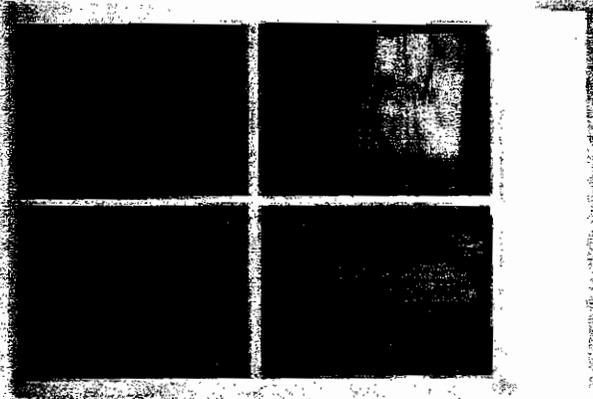
Prepared by: Bob Redden Date: 06/16/2011
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454 Fax No: (513) 684-5749

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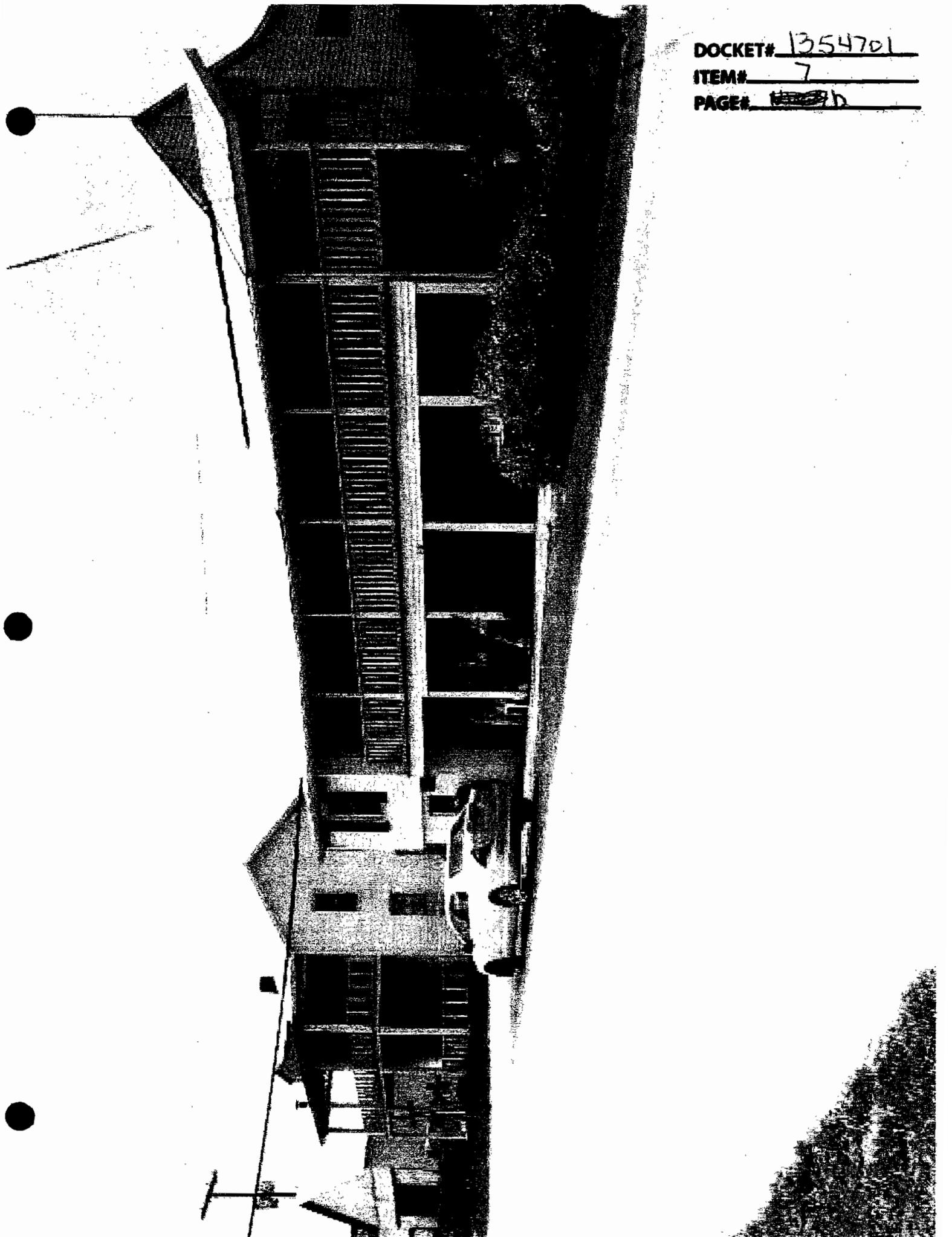
POST OFFICE
MOUNTAIN VIEW, TEXAS



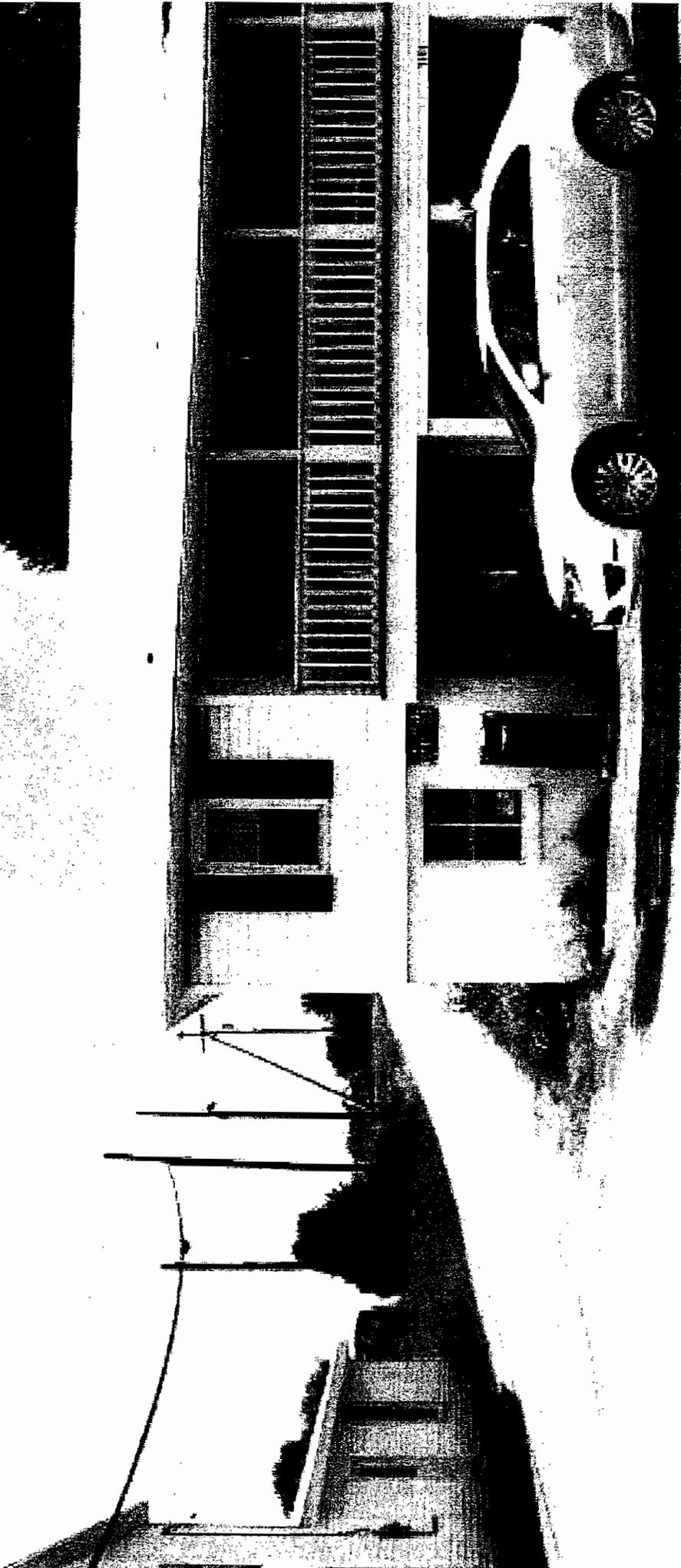
DOCKET# 1354701

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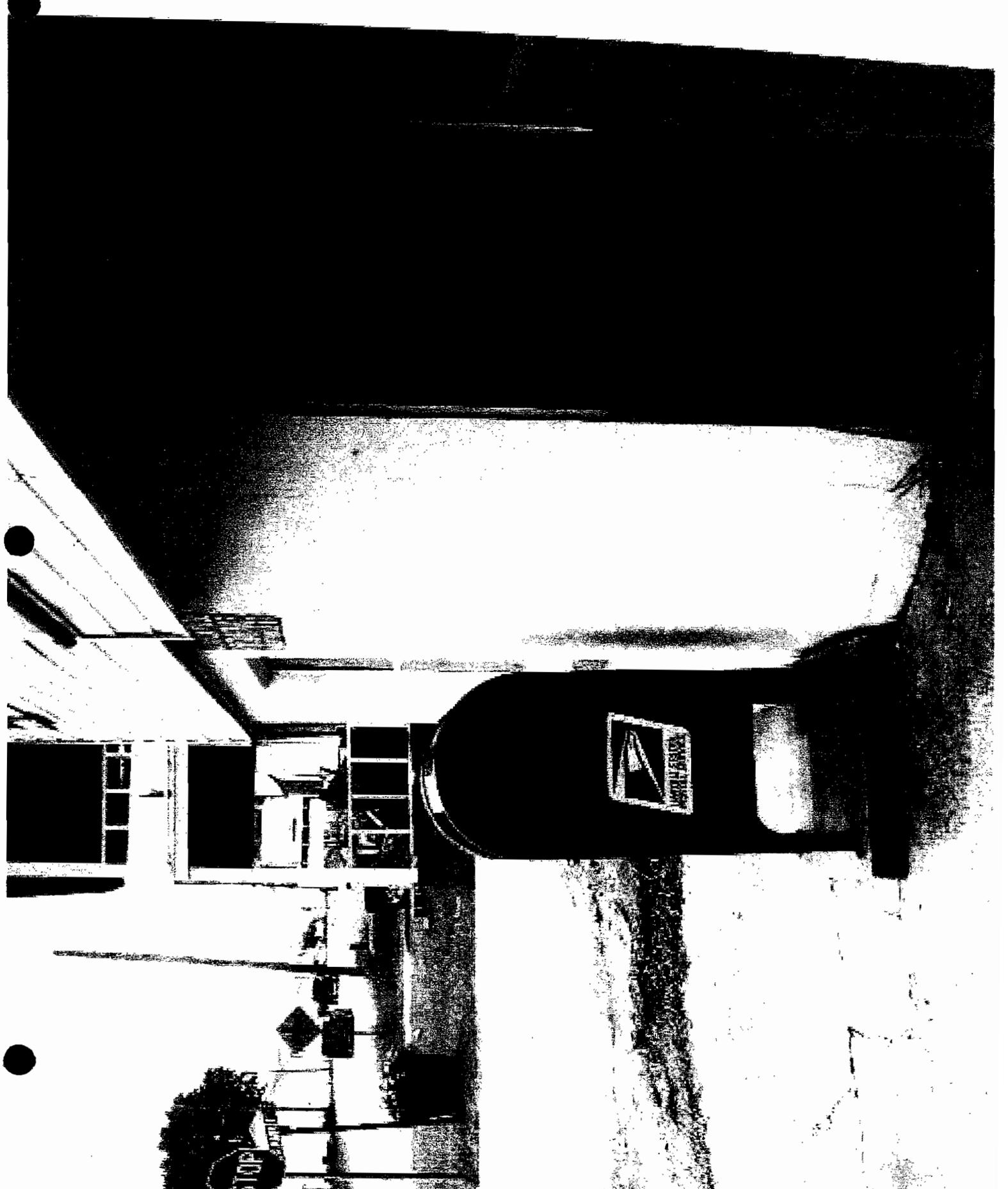
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WE ARE

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

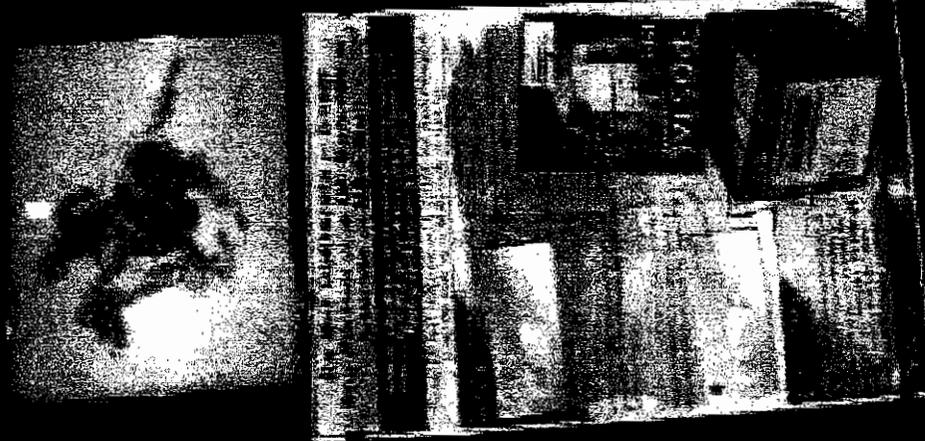
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(X)

(X)
MONDAY

MONDAY

[Blurred text]





PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code BENTONVILLE, OH 45105		Postmaster's Signature Andrew Glancy	Date 12/16/2010
District Office, State & Zip Code CINCINNATI PFC, OHIO 45234		District Manager's Signature Chu Falling star	Date 12/16/2010
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		55
2.	Finance Number	(1-6)	380672
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	28
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 of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	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, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	26	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

- | | |
|--|---|
| <ol style="list-style-type: none"> 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 1021, 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. | <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> (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 2 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. <p style="text-align: center;">Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)</p> <ol style="list-style-type: none"> 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 bulging, 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

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

Office Name: BENTONVILLE
 Office Zip+4: 45105 -9998 District: CINCINNATI PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>28</u>	X 1.0	=	<u>28</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>28</u>

Revenue WSCs

First	25 revenue units:	1.00	X	<u>11</u> units	=	<u>11.00</u>
Next	275 revenue units:	0.50	X	<u>0</u> units	=	<u>0.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>11.00</u>

Activity WSCs 28 + Revenue WSCs = 11.00 Base WSCs 39.00 = EAS Grade A

Previous evaluation: EAS grade 55

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

Worksheet completed by:

BOB REDDEN

BOBBY.D.REDDEN@USPS.GOV

Printed Name

Signature

CINCINNATI PFC District Review Coordinator

12/16/2010

Title

Date



12/09/2010

OIC/POSTMASTER

SUBJECT: BENTONVILLE Post Office

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

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the BENTONVILLE Post Office for a 2-week period. The surveys should begin 01/01/2011 and end on 01/14/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 01/15/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact BOB REDDEN, Post Office Review Coordinator, at (513) 684-5454.

A handwritten signature in cursive script that reads "Bob Redden".

BOB REDDEN

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1354701

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1354701

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1354701

Window Transaction Survey

Window Transaction Survey

PO Name: BENTONVILLE ZIP+4: 45105 - 9998 Completed By: BOB REDDEN
 Survey Period: 01/01/2011 through 01/14/2011

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. 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 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 (1.188)
Sat - 01/01	0	0	0	0	0	0	0	0
Sun - 01/02	0	0	0	0	0	0	0	0
Mon - 01/03	3	0	0	0	0	0	0	0
Tue - 01/04	7	0	0	0	0	0	0	0
Wed - 01/05	4	0	0	0	0	0	0	0
Thu - 01/06	4	0	0	0	0	0	0	0
Fri - 01/07	6	0	0	0	0	0	0	0
Sat - 01/08	3	0	0	0	0	0	0	0
Sun - 01/09	0	0	0	0	0	0	0	0
Mon - 01/10	3	0	0	0	0	0	0	0
Tue - 01/11	5	0	0	0	0	0	0	0
Wed - 01/12	2	0	0	0	0	0	0	0
Thu - 01/13	3	0	0	0	0	0	0	0
Fri - 01/14	2	0	0	0	0	0	0	0
TOTALS	42	0	0	0	0	0	0	0
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	3.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Average Number Daily Transactions: 3.8

Average Daily Retail Workload in Minutes: 3.0

Survey of Incoming Mail

Docket: 380672
Page Nbr: 11

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 BENTONVILLE 45105 - 9998
Dates Recorded 01/01/2011 through 01/14/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/01	0	0	0	0	0	0	0	0
Sun - 01/02	0	0	0	0	0	0	0	0
Mon - 01/03	95	36	4	0	0	0	0	0
Tue - 01/04	25	15	1	0	0	1	0	0
Wed - 01/05	30	34	0	0	0	3	0	0
Thu - 01/06	35	16	1	0	0	4	0	0
Fri - 01/07	48	10	1	0	0	1	0	0
Sat - 01/08	44	12	0	0	0	2	0	0
Sun - 01/09	0	0	0	0	0	0	0	0
Mon - 01/10	64	37	0	5	0	1	0	0
Tue - 01/11	20	19	0	0	0	1	0	0
Wed - 01/12	32	35	0	0	0	1	0	0
Thu - 01/13	35	17	0	0	0	1	0	0
Fri - 01/14	42	67	0	0	0	1	0	0
TOTALS	470	298	7	5	0	16	0	0
Daily Average	42.7	27.1	0.6	0.5	0.0	1.5	0.0	0.0

Signature of Person Making Count: BOB REDDEN
Printed Name: BOBBY.D.REDDEN@USPS.GOV
Date: 01/25/11

Conversion Rate

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

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

Survey of Dispatched Mail

Docket: 1354701

Page Nbr: 12

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4 BENTONVILLE 45105 - 9998
 Dates Recorded 01/01/2011 through 01/14/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/01	0	0	0	0	0	0	0	0
Sun - 01/02	0	0	0	0	0	0	0	0
Mon - 01/03	85	6	0	0	1	0	0	0
Tue - 01/04	48	12	1	0	0	0	0	0
Wed - 01/05	43	2	0	0	1	0	0	0
Thu - 01/06	37	15	0	0	0	0	0	0
Fri - 01/07	40	10	0	0	0	1	0	0
Sat - 01/08	35	8	1	0	0	0	0	0
Sun - 01/09	0	0	0	0	0	0	0	0
Mon - 01/10	65	12	1	0	0	0	0	0
Tue - 01/11	27	9	1	0	0	1	0	0
Wed - 01/12	62	5	0	0	0	0	0	0
Thu - 01/13	95	8	1	0	0	0	0	0
Fri - 01/14	34	38	1	0	0	1	0	0
TOTALS	571	125	6	0	0	3	0	0
Daily Average	51.9	11.4	0.5	0.0	0.0	0.3	0.0	0.0

Signature of Person Making Count: BOB REDDEN
 Printed Name: BOBBY.D.REDDEN@USPS.GOV
 Date: 01/25/11



12/09/2010

OIC/POSTMASTER

SUBJECT: BENTONVILLE 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 BENTONVILLE 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 BENTONVILLE 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 BOB REDDEN by 12/23/2010. This information will be entered into the official record for public viewing.

Post Office Box	<u>28</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>28</u>

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

Bentonville Anti-Horse Thief Society P.O. Box 277 Bentonville, Bentonville Church of Christ in Christian Union P.O. Box 224 Bentonville Bentonville Harvest Festival P.O. Box 276 Bentonville Burning Heart Camp 830 Eckmansville Rd. West Union, Ohio 45693 Christians Across America P.O. Box 237 Bentonville D & R Engineering 93 Cole Rd. Blue Creek, Ohio 45616 Devore Trucking 105 Eagle Creek Rd. West Union, Ohio 45693 Eckmansville Christian Church P.O. Box 173 Bentonville Miamisburg First Church of God 8510 Farmington Rd. Germantown, Ohio 45327 Robert Lewis Electric 1734 Lonesome Rd. West Union, Ohio 45693 O.A.P.S.E. P.O. Box 236 Bentonville Rusty Nail Construction P.O. Box 286 Bentonville Unger Construction Tomlin Rd. West Union, Ohio 45693 West Union Flower Shop 10835 State Route 41 S. West Union, Ohio 45693 Clayton Railroad Constuction 522 Lane Rd. West Union, Ohio 45693 Winchester Ag Service P.O. Box 205 Winchester, Ohio 45697

BOB REDDEN
Post Office Review Coordinator

Comments:

We have a very small office but very efficient service. Our mail service comes by McIntosh Trucking
Georgetown Ohio

cc: Official Record



12/08/2010

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the BENTONVILLE Post Office, 45105 - 9998, located in Adams 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

BOB REDDEN
Post Office Review Coordinator
CINCINNATI PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

Post Office Survey Sheet

Post Office Name BENTONVILLE ZIP+4 45105-9998
Congressional District Oh-02 Date 03/10/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
The office has no running water or restroom facilities as part of the lease and is located in the basement of the prior postmasters home
2. Is the facility accessible to persons with disabilities? Yes No
3. Lease terms? 30-day cancellation clause? year to Year. 30 day termination r
4. Are suitable alternate quarters available for an independent Post Office? If so, where?
No
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 station has no current postmaster. It is currently being operated by the PMR. The PMR will have the option of working in other local offices if needed.
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?
Mail is received by HCR truck at 7:30 am. Mail is dispatched by and HCR truck at 5 pm. The HCR truck will be canceled. The collection box will be removed. No lock pouch will be used.
How many Post Office boxes are installed? 106
How many Post Office boxes are used? 28
What are the window service hours? 6:30 - 9 am- 1:30 - 5pm M-F
6:30 - 9 am- 1:30 - 5pm S
What are the lobby hours? 6:30 - 9 am- 1:30 - 5pm M-F
6:30 - 9 am- 1:30 - 5pm S
9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
No

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>Collection box, small office supplies</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>None</u>
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? <u>Customers with special needs can be serviced by the rural carrier with door delivery for those with hardship cases.</u>
13.	Rural delivery/HCR delivery. a. What is current evaluation? <u>43k</u> b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If so, what accommodations will be made to adjust the route? _____ c. How many boxes and miles will be added to the route? <u>15, box 2.00 Miles</u> d. What would be the additional annual expense if the route is increased? <u>1521</u> e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? <u>0</u> f. At what time of the day does the carrier begin delivery to the community? <u>12:30</u> Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If so, how? <u>0</u>
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 (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less <u>Manchester has fee group 4 boxes and Bentonville has fee group 5 boxes</u>

Community Survey Sheet

Post Office Name	<u>BENTONVILLE</u>	ZIP+4	<u>45105-9998</u>
Congressional District	<u>Oh-02</u>	Date	<u>01/25/2011</u>

1. Incorporated? Yes No
 Local government provided by: Adams County
 Police protection provided by: Adams County
 Fire protection provided by: Manchester
 School location: Manchester
2. What population growth is expected? (Please document your source)
The Zip Code Demographic Report from the growth link shows a 0.37% growth in growth by 2015
3. What residential, commercial, or business growth is expected? (Please document your source)
There is no residential or business growth expected. Adams county engineer office.
 History. (Are there any special historical events related to the community?
 Are there any special community events to consider?
4. 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.)
The previous postmaster was honored by the The United States Postal Service as being the oldest setting Postmaster.
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
The community is mainly farming, retirees and self employed residents.
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?
Bulletin board. The office helps local senior citizens with mailing issues. The rural carrier can provide the same mailing services provided by the Bentonville office. Bulletin board can be used in the local church.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: BENTONVILLE
Office Zip+4: 45105 -9998 District: CINCINNATI PFC

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

Rural Route Cost Analysis Form

Docket: 1354701 - 45105

Item Nbr: 17

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Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: BENTONVILLE
 Office Zip+4: 45105 -9998 District: CINCINNATI PFC

1.	Enter the number of additional boxes to be added to the rural route	<u>15</u>		
2.	Enter the number of additional miles to be added to the route	<u>2.00</u>		
	Enter the volume factor	<u>1.58</u>		
	Total (additional boxes x volume factor)			<u>23.70</u>
3.	Enter the number of additional boxes to be added to the rural route	<u>15</u>		
	Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
	Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
	Regular Non-L route boxes	<u>15.00</u>	x 2.00 Min	<u>30.00</u>
	Total additional box allowance			<u>30.00</u>
4.	Enter the number of additional daily miles to be added to the rural route	<u>2.00</u>	x 12 Mileage Standard	<u>24.00</u>
	Total additional minutes per week (miles carried to two decimal places)			<u>77.70</u>
5.	Total additional annual minutes (additional minutes per week year)	<u>77.70</u>	x 52 Weeks	<u>4,040.40</u>
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>4,040.40</u>	/ 60 Minutes	<u>67.34</u>
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>22.62</u>		
	Total Annual Cost (additional annual hours x rural cost per hour)			<u>1,523.23</u>
8.	Enter lock pouch allowance (if applicable)			0.00
	Total annual cost for alternate service (annual cost minus lock pouch allowance)			<u>1,523.23</u>

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 03/10/2011																																								
2. Post Office Name BENTONVILLE		3. State and ZIP + 4 Code OH, 45105-9998																																										
4. District, Customer Service CINCINNATI PFC	5. Area, Customer Service EASTERN	6. County Adams	7. Congressional District Oh-02																																									
8. Reason for Proposal to Discontinue Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
11. Staffing a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: passed away Occupied 07/06/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) EAS- Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		12. Hours of Service <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Time M-F 6:30 - 9 am- 1:30 - 5pm</td> <td>Sat 6:30 - 9 am- 1:30 - 5pm</td> <td>Total Window Hours Per Week</td> </tr> <tr> <td>a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm</td> <td>Sat 6:30 - 9 am- 1:30 - 5pm</td> <td>30.00</td> </tr> </table>			a. Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	Total Window Hours Per Week	a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	30.00																																		
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a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	30.00																																										
13. Number of Customers Served <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td>0</td></tr> <tr><td>b. P.O. Box</td><td>28</td></tr> <tr><td>c. City Delivery</td><td>0</td></tr> <tr><td>d. Rural Delivery</td><td>0</td></tr> <tr><td>e. Highway Contract Route Box</td><td>0</td></tr> <tr><td>f. Total</td><td>28</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td>2</td></tr> <tr><td>h. Average No. Daily Transactions</td><td>3.80</td></tr> </table>		a. General Delivery	0	b. P.O. Box	28	c. City Delivery	0	d. Rural Delivery	0	e. Highway Contract Route Box	0	f. Total	28	g. No. Receiving Duplicate Service	2	h. Average No. Daily Transactions	3.80	14. Daily Volume (Pieces) <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>69</td><td>63</td></tr> <tr><td>b. Newspaper</td><td>1</td><td>0</td></tr> <tr><td>c. Parcel</td><td>1</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>71</td><td>63</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	69	63	b. Newspaper	1	0	c. Parcel	1	0	d. Other	0	0	e. Total	71	63	f. No. of Postage Meters		0	g. No. of Permits		0
a. General Delivery	0																																											
b. P.O. Box	28																																											
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a. First-Class	69	63																																										
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e. Total	71	63																																										
f. No. of Postage Meters		0																																										
g. No. of Permits		0																																										
Finances a. FY 2008 2009 2010		Receipts \$ 4,996 \$ 4,950 \$ 4,237	b. EAS Step 1 PM Basic Salary (no Cola) \$ 25584	c. PM Fringe Benefits (33.5% of b.) \$8,571																																								
16a. Quarters																																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 06/30/2011 Annual Lease \$ 1500 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input checked="" type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																												
16b. Explain: The lease is a year to year lease. The owner is responsible for the utilities and building repairs.																																												
17. Schools, Churches and Organization in Service Area: No: 5 Bentonville Anti Horse Thief Scoiety Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church		19. Administrative/Emanating Office (Proposed): Name MANCHESTER EAS Level 18 Miles Away 5.0 Window Service Hours: M-F 08:30 17:00 SAT 08:30 12:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 181																																										
18. Businesses in Service Area: No: 0 O A P S E Rusty Nail Construction		20. Nearest Post Office (if different from above): Name MANCHESTER EAS Level 18 Miles Away 5.0 Window Service Hours: M-F 08:30 17:00 SAT 08:30 12:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 181																																										
21. Prepared by																																												
Printed Name and Title BOB REDDEN		Signature BOB REDDEN <i>Bob Redden</i>		Telephone No. AC () (513) 684-5454																																								
PO Discontinuance Coordinator Name BOB REDDEN		Telephone No. AC () (513) 684-5454		Location CINCINNATI, OHIO																																								



A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
Post Office: Classified Station Classified Branch CPO

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

Prepared by: Bob Redden Date: 06/16/2011
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454 Fax No: (513) 684-5749



01/26/11

OIC/POSTMASTER

SUBJECT: BENTONVILLE Post Office

Enclosed are questionnaires addressed to customers of the BENTONVILLE 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 02/17/2011 for further review.

Bob Redden

Bob Redden
Post Office Review Coordinator
Enclosures



February 4, 2011

Dear Postal 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 BENTONVILLE Post Office passed away on 07/06/2010. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 3.80 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at BENTONVILLE 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 Manchester 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 MANCHESTER PO, located 5.0 miles away. Hours of service at this office are 08:30 17:00, Monday through Friday, and 08:30 12:00 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by using the pre-addressed envelope provided by February 20th 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 Burning Heart Camp located at 7508 St. Rt. 41 on February 17th from 6:00 pm to 7:00 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 contact Bob Redden at 513-684-5454 or 513-683-8052.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations Area 3

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

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain: _____

2. Do you pass 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 _____
- 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: _____

Address: _____

Telephone: _____

Date: _____

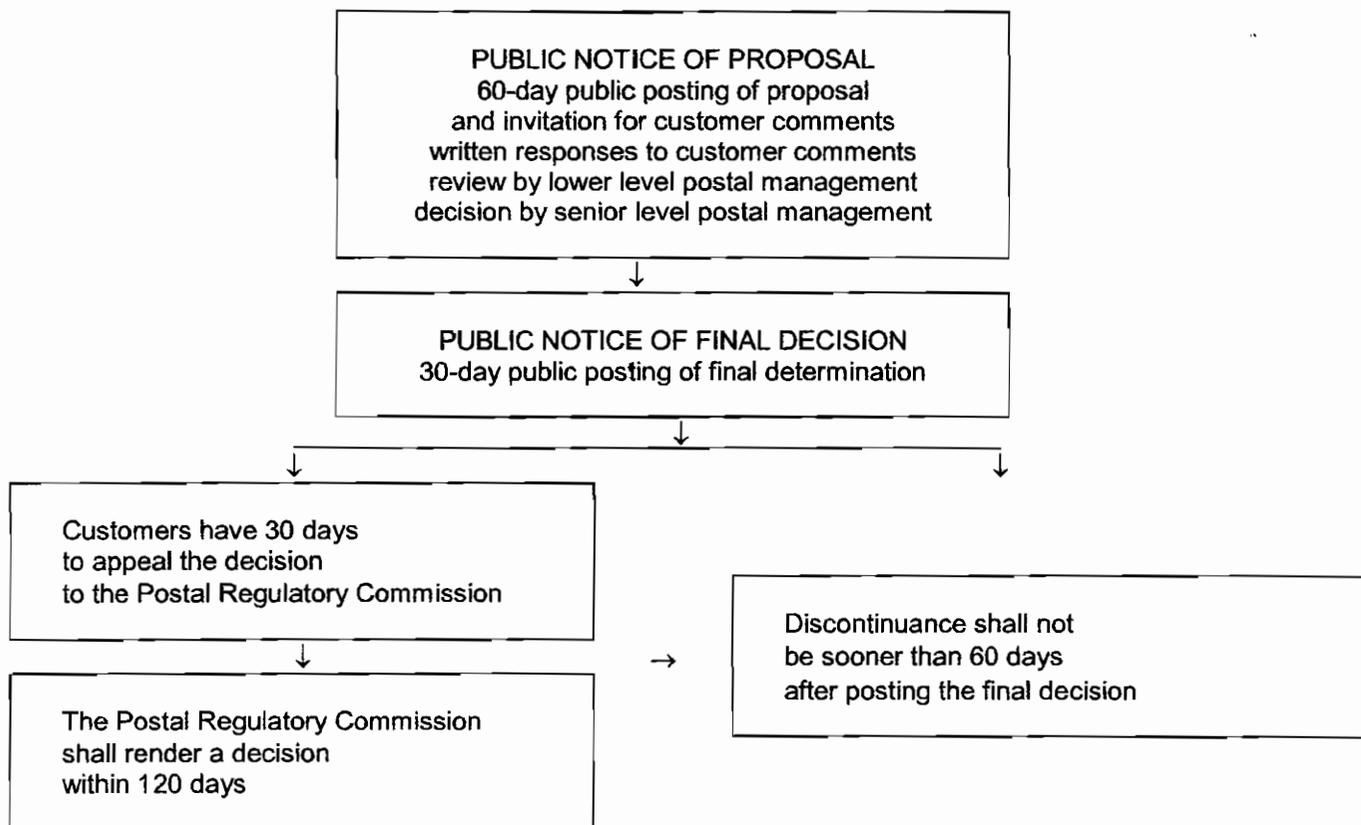
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





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

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

MAILING PACKAGES

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

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

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ITEM# 22
PAGE# 1

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

d. Using public bulletin board

YES NO

e. Other

YES NO

If yes, please explain:

2. Do you pass 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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Page 2

MEMO TO THE RECORD

SUBJECT: Missing Page
Item 22
Page 2

This certifies that this was intently omitted.

Bob Redden

Bob Redden
Cincinnati District Post office Review Coordinator

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 Wal Mart & Kroger
- Personal needs _____
- Banking Manchester
- Employment _____
- Social needs Church

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. William R. Furnier & Beulah Furnier

Address: 42 Brier Ridge R.D. P.O. Box 207 Bentonville, AR. 45105

Telephone: 937-544-2432

Date: 2-10-11

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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02/24/2011

WILLIAM & BEULAH FURNIER

P.O. BOX 207
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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 ITEM# 22
 PAGE# 5

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

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

- YES NO
-

If yes, please explain:

Prefer Bentonville

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

- 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: West Union Flower Shop

Address: 10835 St Rt 41 West Union, OH 43083

Telephone: 937-544-2351

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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02/24/2011

WEST UNION FLOWER SHOP

10835 STATE ROUTE 41
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

Daily Weekly Monthly Never

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:

personal needs

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: Union Church, Bentonville

Address: _____

Telephone: _____

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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02/24/2011

UNION BENTONVILLE CHURCH

BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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 ITEM# 22
 PAGE# 11

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

Postal Services

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

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

Yes I send mail to my daughter in Indian from here, which is often, she gets it the next day.

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

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

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 mail comes from another Post office on the route in the county and my letters take much longer to get where they are going because they go to Columbus, Ohio, first and delivery is 3 to 4 days longer. I once dealt with, ^{my daughter} edge's

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

- Shopping Cincinnati or Lexington - once a month to make
- Personal needs - West Union or Mayeville - every 6 or 7 days
- Banking - West Union - mostly to outside machines at night
- Employment - Mayeville - on a part time basis as we are retired
- Social needs - have none

5. Do you currently use local businesses in the community? - There are no businesses in Bentonsville.

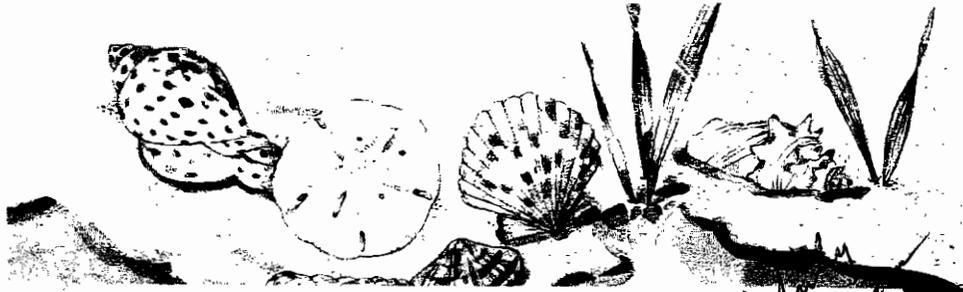
Yes No

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

Yes No

Name: Shirley L. Groome
Address: 1330 Eagle Creek Rd. - West Union, Ohio 45693
Telephone: 937-549-3562
Date: 2-10-11

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.



A Special Note...

I would hate to see the Bentonville Post Office gone since it is on my way in and out from our home. We are retired and if I go out, I can stop by there for stamps and drop off mail. Both of our daughters live in a direction of the mail going out of Bentonville and I can send them things and they have it the next day and if I put it in my mail box at home it takes 4-6 days to get to them and I don't like that. Please don't cut out another small business, that's all the government seems to do! For retired people it is convenient we are about a mile to send letters and get stamps otherwise it is 6 or 7 miles and that means extra expensive gas! Keep our small business!



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02/24/2011

SHIRLEY GROOMS

1330 EAGLE CREEK RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

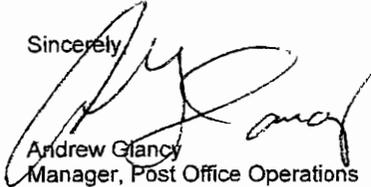
Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

picking up newspaper

2. Do you pass 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 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 BACK

Address: 223
223 POLK ST., BENTONVILLE, OH 45105

Telephone: 937-549-2571

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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SANDRA BACK

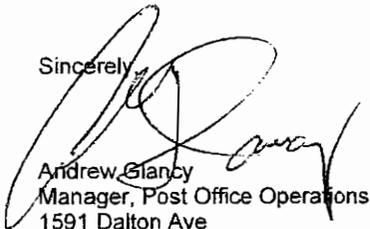
223 POLK ST.
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Gancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

If they are sick they personally deliver it

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

Put special service announcement on door or wall

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

- YES NO

If yes, please explain:

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 retired _____
- Social needs _____

I think 4 + 5 are 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: Ruth F. Pence - second Elder of CCCU.

Address: Across from the Post Office 229 Loy Pence

Telephone: NA 45693

Date: Feb, 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.

To Whom it may concern:

As a small church we do not receive lots of mail. Many members get their mail from other towns. I am the only person that picks-up mail here for the church.

I buy all my stamps here at the Bentonville Post Office and I have for over 50 years.

This is a historical town, it is noted for the Bentonville Anti-Horse Thief Society, one of the oldest Chartered Organizations in Ohio.

Bentonville is on the Old Jane Trace Road.

Bentonville was honored by having the oldest Post Mistress & Oldest Employee in the United States until her death last July.

Many have paid their rent for the year - 2011.

Why approve Manchester when the Post Office has West Union, Ohio rural routes on both sides of the office?

I have a mailbox at my house and I have had to replace it two times since I moved here in Aug. 2005. I know it cost a lot of money to buy it and the police or sheriff never tried to find out who destroyed it. They could have searched all the cars that went in and out this dead end road.

Sincerely

Ruth F. Pence
229 Roy Pence Road
West Union, Ohio
45693-9267



DOCKET# 1354701
ITEM# 22
PAGE# 28

02/24/2011

RUTH PENCE

229 ROY PENCE RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 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.
- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You 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.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



DOCKET# 1354701
ITEM# 22
PAGE# ~~22~~ 23

02/24/2011

RUTH PENCE

229 ROY PENCE RD
BENTONVILLE, OH 45693

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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 DINNING (Maysville KY)

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: Rusty and Glenda Rose

Address: 84 Polk St P.O. Box 286 Bentonville OH 45105

Telephone: 937-549-2361

Date: Feb. 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.

DOCKET# 1354701
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PAGE# 26



02/24/2011

RUSTY & GLENDA ROSE

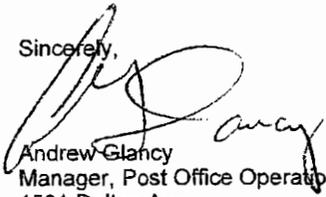
P.O. BOX 286
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

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

YES NO *West Union
Aberdeen or Manchester OH
Maypsville Ky*

If yes, please explain:

*Coming from work I use Maypsville Ky to mail or buy stamps or the Aberdeen Oh
 If in Manchester doing different things picking children up at school or dropping off or using the library I mail letters or buy stamps.
 If in West Union Oh shopping I do the same.*

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: Ronald Applegate

Address: 1630 St Rt 41 P.O. Box 263 Bentonville Oh 45105

Telephone: 937 549-3459

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.

It wouldn't bother us if it closed.



DOCKET# 1354701
ITEM# 22
PAGE# 14 29

02/24/2011

RONALD APPLGATE

P.O. BOX 263
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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: postal Service Very Good

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: Robert Welch

Address: POx 243 Bantersville Ohio

Telephone: 937-549-2232

Date: 2-10-2011

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.

DOCKET# 1354701
ITEM# 22
PAGE# 3E



02/24/2011

ROBERT WELCH

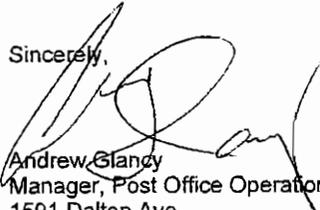
P.O. BOX 243
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Bentonville, Ohio 45105
February 20, 2011

Post Office Operations
1591 Dalton Ave.
3rd Fl. Office Tower
Cincinnati, Ohio 45234-9992

Re: Bentonville Post Office Closing

Dear Mr. Redden,

The committee members of the Bentonville Bicentennial Committee/Bentonville Harvest Festival are asking you to please keep the Bentonville Post Office open and not change it to a Manchester rural route. The committee was organized in 1975 with the purpose of keeping the town of Bentonville alive and on the map. They thought a U. S. Bicentennial celebration would be a wonderful opportunity to accomplish this. The members had to select a project, and with the urging of officers from the historical Anti-Horse Thief Society they chose to write a book with the history of their town. They soon discovered that the Bentonville Post Office established in 1842, shortly after the town's founding, was a vital part of their early history. Mrs. Verna Naylor, Postmaster, was a crucial member of this committee and soon received a certificate from the United States Post Office recognizing her as the Postmaster in a Bicentennial community. She was featured in the local newspaper, dressed in an old fashioned costume, proudly displaying the certificate.

The members of the Bentonville Bicentennial Committee held a celebration in June 1976, but changed its name and date to the Bentonville Harvest Festival in 1977. This encouraged the community residents to participate by bringing their home grown harvest products and crafts to the event.

The Bentonville Harvest Festival committee members have been very instrumental in supporting the town by providing monies for various projects. Some of these projects include purchasing Christmas decorations for the light poles and town banners, selling community cookbooks, birthday calendars, and pictorial post cards (which included the Bentonville Post Office) which required a community joint effort. On other occasions, ladies of the community hand embroidered quilt squares for a quilt to be raffled off at the annual celebration. The quilts were then hand quilted by a Bentonville resident. The state bird and the state flower quilts were beautiful.

The Bentonville Harvest Festival committee members decided to honor an area resident as the Grand Marshall for the Bentonville Harvest Festival parade in 1995. Guess who the first one was. You guessed it right. Mrs. Verna Naylor, Bentonville's Postmaster.

The Bentonville Harvest Festival committee members were actively involved in the Ohio

Bicentennial project. In October 2001, a special celebration was held and their new plaque was unveiled.

The year of 2005 was a very special year for the town of Bentonville when the Bentonville Harvest Festival committee members proudly honored all veterans by collecting pictures of all the area veterans and displayed them at the festival's activities. The seven WWII veterans, one being a POW, were featured in a special newspaper article from Portsmouth, Ohio. Mrs. Naylor, Postmaster, honored these WWII veterans by giving each of them a WWII Veteran's Memorial hat. Mr. Marion Sidwell, Bentonville's mail truck driver brought these hats from Washington, D. C. for this historical occasion.

In 2007, committee members of the Bentonville Harvest Festival were very honored to boast about Mrs. Verna Naylor as being the Oldest Postmaster in the United States and then in 2010 proudly say that they lived in the town of the OLDEST POSTMASTER IN THE UNITED STATES and also THE OLDEST POSTAL EMPLOYEE IN THE UNITED STATES.

The Bentonville Post Office has been a vital part of Bentonville's history. Please don't destroy it by taking that away and closing the Bentonville Post Office.

Sincerely,



Rhonda Bailey, President
Bentonville Harvest Festival
P.O. Box 276
Bentonville, Ohio 45105



02/24/2011

RHONDA BAILEY

P.O. BOX 276
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You 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.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

¹⁸
DOCKET# 1354701
ITEM# 22
PAGE# 35

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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: ORVILLE W. LEONARD

Address: 830 ECKMANVILLE RD. W. H., OHIO

Telephone: 937 544 3724

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.



DOCKET# 1354701
ITEM# 22
PAGE# 37

02/24/2011

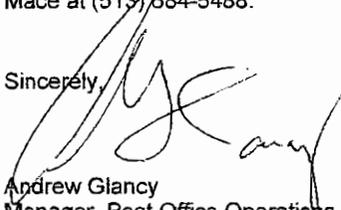
ORVILLE W. LEONARD
830 ECKMANSVILLE RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Gancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass 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 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 Maches for Oh Office is closed 1-2pm everyday

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: LISA MORRISON

Address: 8739 US 52 45144

Telephone: 937 212 5032

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.

DUCKET# 1354201
ITEM# 22
PAGE# 40



02/24/2011

LISA MORRISON

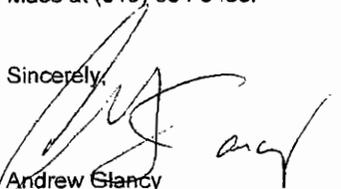
8739 US 52
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,


Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

DOCKET# 1354701
 ITEM# 22
 PAGE# 41

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

Postal Services	Daily	Weekly	Monthly	Never	
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	? one st vs 100
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	?
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	?
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	?
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	item is almost obsolete - cheaper at other places
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Depending on occasions
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
*i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NA

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO	NA
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO	NA

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	NA except for HEAP
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO	NA
c. Assisting senior citizens, persons with disabilities, ect.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	
If yes, please explain: <u>People stop and ask you to mail letter while they stay in car</u>			
d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO	NA
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	
If yes, please explain: <u>p.o. has signs posted concerning community activities</u>			

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

YES NO

If yes, please explain:

* many offices don't even have these. My mother has purchased the yearly album for 3 in our family every year since they began around 1970. This past year Maysville didn't even have the complete set, I ordered complete sets from the internet.

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?

- yes & No Shopping _____
 yes & No Personal needs ? _____
 _____ Banking - Direct Deposit - School system gave me no other choice _____
 _____ Employment - Retired _____
 yes & No 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 Sue Naylor

Address: 1785 State Route 41 Bentonville Ohio 45105

Telephone: 937-549-3360

Date: Feb. 20, 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.

Comments concerning the closing of the post office was mailed separately. Please consider the fact that the P.O. has significant historical value. Please don't destroy our town's history and your postal system's history. My mother was Verna Naylor the oldest postmaster in the U.S. until her death.

Bentonville, Ohio
February 19, 2011

Post Office Operations
1591 Dalton Avenue
3 rd Fl. Office Tower
Cincinnati, Ohio 45234-9992

Re: Bentonville Post Office at Bentonville, Ohio

Dear Mr. Redden and all personnel including the Postmaster General,

I am the proud daughter of the late Mr. Harry Naylor and the late Mrs. Verna Naylor. Both of my parents were Postmasters of the Bentonville Post Office and Mrs. Naylor was honored as the Oldest Postmaster and Oldest Postal Employee in the United States. She was almost 95 years old when she passed away last July. They had been employees of the postal system since 1948.

This letter is to plead with you to keep the Bentonville Post Office open and not allow a Manchester mail route to be established in that area.

The town of Bentonville is full of history which includes many years of postal service to the town.

The first public road surveyed and established in ADAMS County was the old post road over the portion of ZANE'S Trace from opposite Limestone or Maysville on the Ohio River to the north line of the county near the Sinking Spring.1 Bentonville was located along this route and records of the post office show that there was a postmaster in town in the year of 1842. Bentonville was established in 1839.

Bentonville has been known for its very efficient service for many years, and I hope it continues. Time would not permit me to do all of the research concerning the history of Bentonville, but I do know that it has been very popular. Our town is known for its Bentonville Anti-horse Thief Society and has had numerous articles written and published to support the fact. The society has many members and we still have an annual banquet.

The town is very small but has lost much of its identity. Our grade school has now been moved to Manchester, even though it is located in Sprigg township, were the J.M. Stuart Generating Plant is located which funds the school district.

The residents of our town, including me, are proud of its heritage and don't

want it to be lost.

In 1976, at the suggestion of my oldest brother (Ed- now deceased) a group of residents formed the Bentonville Bicentennial Committee in order to honor our country's 200th birthday. The project we chose in order to be recognized as a bicentennial community was to write a book concerning our town with the celebration being held in June of that year. I was privileged to do this honor. Mrs. Verna Naylor, Postmaster, gave area residents a bicentennial souvenir card with a 1976 penny attached.

Ever since that year, we have had an annual celebration trying to keep our town alive. In 1977, our organization's name was changed to the Bentonville Harvest Festival because of the harvest theme (especially tobacco which now too, is almost gone). Down through the years, we have released items related to Bentonville including a calendar and postcard which includes a picture of the Bentonville Post Office.

How many of the small towns that you are considering to be closed have a book written about their history?

Once again in 2001, our town received publicity because we achieved the goal of becoming an Ohio bicentennial town. This time, we were able to have a celebration in which we were able to unveil our new historical marker honoring the Bentonville Anti-Horse Thief Society. Mrs. Verna Naylor, Postmaster was a member and supporter of this celebration.

The year 2007, was a very special year for the Bentonville Post Office, because Mrs. Verna Naylor received national recognition as being the Oldest Postmaster in the United States. She even received a plaque from the Postmaster General, a cherished memento.

A very special honor was bestowed upon, her when the postal union came and made a video recognizing her as the oldest postmaster to be placed in the Smithsonian Institution in Washington, D. C.

*In June of 2010 , a few days before Mrs. Naylor's death she received her last honor as be named the **OLDEST POSTMASTER AND ALSO THE OLDEST POSTAL EMPLOYEE IN THE UNITED STATES**. This was a great honor for the town of Bentonville. She was almost 95 years old.*

Once again I beg of you to please allow the Bentonville Post Office to remain open. Please keep history alive in Bentonville, and allow our town to honor your Postal System.

Respectfully submitted,

Linda Sue Naylor

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*Linda Sue Naylor
7785 State Route 41
Bentonville, Ohio 45105*

Enclosures:

1 Heritage Collection History and Biography

History of Adams County

1900

Evans & Stivers

1976 Souvenir Penny

Brief History of Bentonville article concerning Bentonville Post Office

Bentonville Anti-Horse Thief Society Marker Dedication

July 18, 2010 newspaper article honoring Mrs. Naylor

Family, officials praise Naylor

Bentonville postmaster, nation's oldest, died July 6 at 94

By MARK CARPENTER
The Peoples Defender

"Verna was a spirited woman who loved her job and serving the people of Bentonville. It was her dedication to doing her job while shying away from the limelight for her achievement that struck me. When I visited with her at the Bentonville Post Office, her devotion to detail was wonderfully apparent. Verna Naylor will be truly missed."

These are the words of Congresswoman Jean Schmidt as she talked about the passing of an icon in Adams County, 94-year old Verna Naylor, who died on July 6. Naylor was best known as the oldest postmaster employed by the United States Postal Service in America, working in the Bentonville Post Office since 1968.

Since her husband's death in 1968, visitors to the Bentonville Post Office would always be greeted with a warm hello and a bit of conversation. From 6:30 to 9 a.m. and from 1:30 to 5 p.m., the post office was the place to "hang out" in Bentonville.

"The older folks in town just liked to loaf in the back room here on the porch," said Naylor's



Verna Naylor stands in the Bentonville post office, where she served as postmaster for more than four decades. Naylor died on July 6 at 94.

house to people, feeding them, giving them a place to sleep, and taking care of them."

"Mom just always wanted to help someone else and she would do anything for the people of Bentonville," Naylor's son James

said. "A friend of the family had been diagnosed with a brain tumor, she said, and needed someone to take care of their six children," she said. "Mom took in those six children, adding to the five of her own at home, and took care of them as if

and wagon to help anyone they could in any way possible. That is just the way they were," she said. "The post office in Bentonville was definitely a family affair. Verna's husband, Harry, began working in the office in 1948, making \$600 a year. Verna would fit in for him when needed before

On top of that, the post office boxes belonged to the family as they were purchased by Harry Naylor. The couple's children also helped out when they could, and son James will now be taking over the fulltime duties.

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The People's Defender
our in force all this year
19th Adams County
ing you complete cover
and online

This year, The
Defender will have a
Merchant's Hall. At o
will have historic bot
from our past; a cont
show of daily fair eve
petition photos, cop
Adams County fair b
ing the complete fair s
map, free gifts, plus a
ing for puzzles.

In addition, Th
Defender will again b
our daily four-pa
County Fair Special F
ighting photos from
day's events. Copies a
able at the admission:
our Merchant's Hall!
We also will be i
website at www.pe
er.com to display Ac
Fair photos and articl
ing video coverage o
Complete coverag
results will be in ou

Submitted photo

NAYLOR

Continued from A1

Verna's longevity and dedication were something that all people could admire. Sorting mail, selling stamps, preparing outgoing mail, doing the office accounting, ordering supplies and maintaining inventory were just a few of the duties that she filled for those many years.

Family members said Verna felt the post office was a big part of her life, and that it was the only job she ever had. She never used her sick days either.

"Mom had 3 1/2 years of sick leave. She never used them. She would only use vacation time," her daughter Sue said.

She even was given an award by the U.S. Postal Service for not using her sick leave.

Even at 94, she was always issued a license to drive a USPS vehicle. That certainly wasn't necessary in Bentonville, but she was proud nonetheless to have the license.

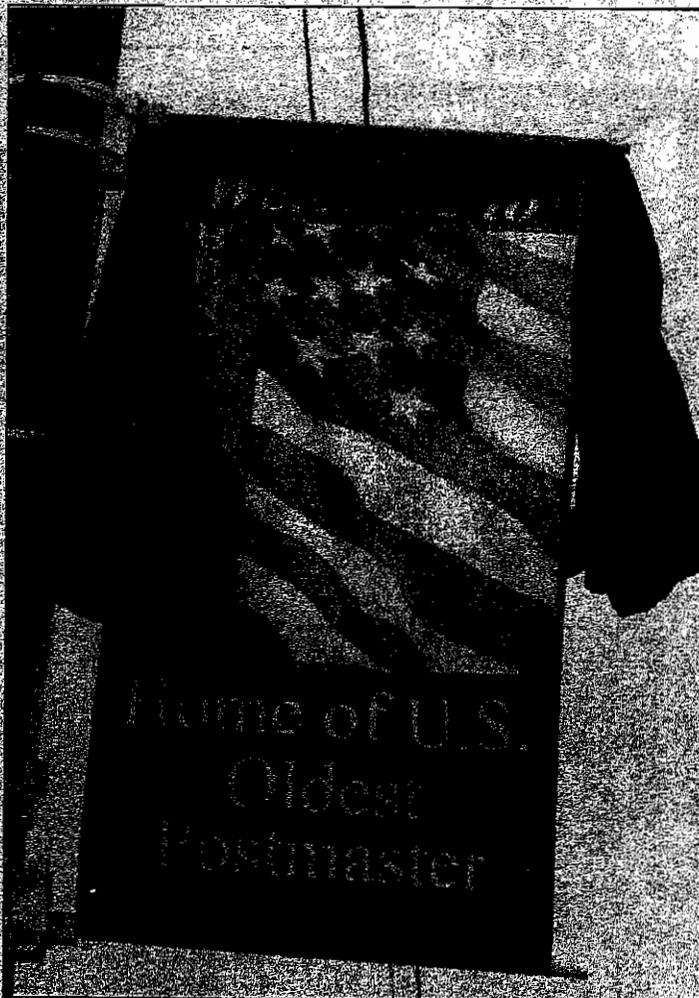
Verna was also proud of her membership in the Bentonville Anti-Horse Thief Society.

"Everyone who came into the post office heard about the Anti-Horse Thief Society," her son James said. The vigilante group was formed in 1842 to protect the town's horses and mules and for just one dollar, you can join the society still today.

State Representative Danny Bupp was full of admiration for the former postmaster.

"Everyone has to admire her service, dedication, and devotion to her job," Bupp said. "She loved her job and should be an example to everyone on commitment. She was a wonderful lady and it is a shame that more people didn't know about her."

Verna had an extensive collection of certificates and plaques that had been awarded to her through the years. Now her family treasures all of these mementos. Verna had been recognized by both the Ohio House and Senate, she was a Kentucky Colonel and had a certificate on her wall proclaiming her as an outstanding



Mark Carpenter/The People's Defender

in Bentonville, the banner honoring Verna Naylor is draped in black.

ty in Congress. She'll be missed, but always remembered," Strickland said.

Verna even had offers from Jay Leno to fly to California to appear on "The Tonight Show." Leno and his staff even offered to send her two bodyguards to make sure she had a safe trip, but she always turned them down.

"Mom never traveled away from Bentonville," said James. "I am kind of like her because I never travel away either because this was her home and it is my home."

Adams County Common Pleas Judge Brett Spencer grew up in Bentonville and has many fond memories of Verna.

"Verna was the foundation of that entire community," Spencer said. "She set the tone for the community in that she was

just the epitome of what we all should want to be."

Spencer also talked about the fact that Verna was known for her ability and willingness to fix the torn pants of those in Bentonville.

"Verna would send you in the bedroom and tell you to hand out your torn pants. Then she would sew them up for you and then argue that a dollar or two was too much to pay her," he said. "She would spend her money on anyone in the community that needed help but would never indulge herself. She just had an uncanny sense of families having hardships and was always the first one there to help. She was just a wonderful lady."

Even as the years went by, retirement apparently never crossed Naylor's mind. Family members said Verna found each year more exciting, and she

Peebles cheerlea



The Peebles High School cheerleaders re Eastern Kentucky University. The 2010-11 F Francis, Brooke Smalley, Mikaylah Conley, Ai Gross, Amanda Kreal, Ainsley Camp, Chey Shaylin McDaniels and Christy Schmitz. The

Commissioners exp

By CARLETA WEYRICH
 The People's Defender

The Adams County Commissioners presented their estimated budget for 2011 on Monday. With an expected cash balance of \$663 at the end of 2010, the county general fund budget for next year is estimated at \$6.3 million.

"This is the best projection we have at this time," said Commissioner Justin Cooper. "In the beginning of 2010, we had a slight increase in sales tax, but at this time, we cannot be optimistic that the increase will continue to be a factor. We are sticking closer to the 2009 level."

"Some more — are non-We was the effort drugs in department much." The s cuting at to cut 10 judge's b ed from within the OSU Ext ed to be are 35 county's Coop would c

claiming her as an outstanding supporter of the 101st Airborne Division.

She was a recognized member of the Who's Who in Executives and Professionals and has been commended by the National Association of Postmasters of the United States. Her family is proud to mention that she was the first grand marshal of the Bentonville Harvest Festival.

A few years ago, the post office was visited by a crew from the Smithsonian Institution. They made a video of Verna Naylor and her whole family for the post office section of the museum.

"They never sent us a copy," said Sue. "We aren't sure what ever happened to it."

Naylor was also good friends with Gov. Ted Strickland.

When he was running for Congress, he would often stop by our house and just walk right in the front door like one of the family," Sue said. "Mom would feed him and they would always have a nice chat."

When informed of Naylor's passing, Strickland praised the longtime Adams County resident.

Verna was a dedicated public servant to her community, a devoted friend, and early supporter of any efforts to serve our communi-

community in that she was always protective of all the kids there and would not hesitate to call parents if any of the kids got out of line.

Spencer and his friends also recognized Verna's home-cooking talents.

"She always fed us and we always seemed to make a lot of stops at her home for just that purpose. I don't think Verna ever had an ill word for anyone nor did anyone have an ill word for her," said Spencer. "She was just dogged in her work ethic and humble in the way she lived her life. There are not enough good things to say about Verna, she is

always protective of all the kids there and would not hesitate to call parents if any of the kids got out of line.

Spencer and his friends also recognized Verna's home-cooking talents. "She always fed us and we always seemed to make a lot of stops at her home for just that purpose. I don't think Verna ever had an ill word for anyone nor did anyone have an ill word for her," said Spencer. "She was just dogged in her work ethic and humble in the way she lived her life. There are not enough good things to say about Verna, she is

As people go through life, they cross paths with many remarkable and memorable people. According to her family, Verna was one of those people.

"She was an angel," Sue said. James summed it up more simply. Mom was just Mom.

Cooper explained that the general fund cash balance by Jan. 1, 2011, is expected to be about \$900,000, less than the Jan. 1, 2010, cash balance. Therefore, county offices have been asked to cut their budgets by an average of 20 percent for next year.

Explore Your Options

We have hundreds of great job opportunities in:

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- Finance
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Evening Auction

Wednesday July 21 5:30 PM
 Brown County Fairgrounds, Georgetown, Oh

1999 Chevy Prizm 88k, new tires, a/c, 4 cyl. Very Clean, Nylon m truck, ID, pead tractor, costume jewelry, Longaberger, household antique furniture and more. Few small items. Buyers please be Owners: Jamie Ewyler, Diane Trefz

MikeBrownAuctioneer.com or Auction2.com for pictures/terms. Many items boxed in trailers for storage prior to listing. Short list of sale of good/clean items. Come & see what shows up

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BENTONVILLE POST OFFICE

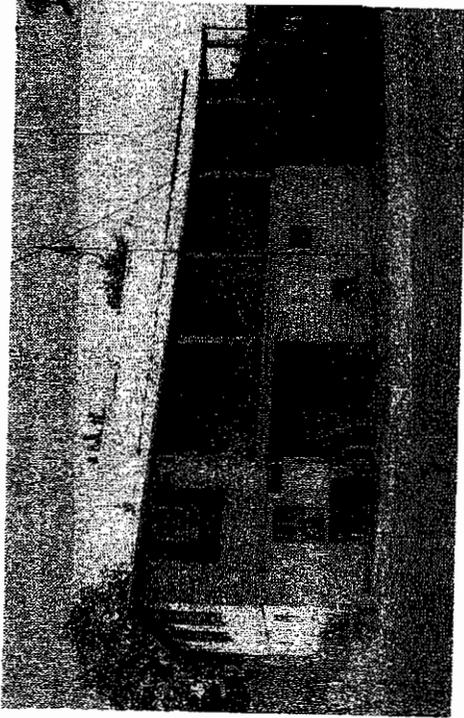
Established about 1842. Present location since 1949.

AFFIX
STAMP
HERE

Larry's Printing - Norwalk, Ohio

Bentonville, Ohio

1839 — 1976



BENTONVILLE POST OFFICE

The first Post Office in Bentonville was established about 1842. Although little is known about the early locations of the Post Office, it is probable that the locations were probably situated somewhere near the center of town.

In later years the location of this town's Post Office has been somewhat unsettled. According to the atlas, the Bentonville Post Office was located at the center of Leedom and Pike Streets. (1:79) For how many years we are somewhat uncertain, but it is recorded that *Elijah D. Ludom (Leedom) was Postmaster in Bentonville

27



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from 1861 and it is probable that he fulfilled his duties in this building (2:793).

The whereabouts of this Post Office is unknown for the next several years, but it is assumed that it was located in one or several of the old buildings in the center of town.

The next verification of this office's location is that it was in the same building where O.T. Sproull M.D. practiced medicine with him also serving as the Postmaster. This building was located on the eastern side of Pike Street with his residence being at the southeaster corner of Perry and Pike Streets.

On October 13, 1897, because of his demanding occupation Dr. Sproull relinquished the duties of being Post Master at Bentonville. At that time his postal supplies and materials totaled to the amount of Eighty Four Dollars and forty two cents (84.42).

The new Postmaster, Maggie DeCamp, then moved the Post Office to her residence which was situated on the western side of Pike St. near the Bentonville School...

After Mrs. Decamp served as Postmaster for eleven years, the Post Office was again moved to the center of town. This time the Post Office was located in the big old building at the northwest corner of Pike and Perry Streets with James Satterfield serving as Postmaster.

In 1914, the Post Office was then moved across the street to the one story building with Reuben Sininger fulfilling the duties of Postmaster. There it remained until James Wilson became Postmaster. He then moved the Post Office next door to the large two story building at the northeast corner of Pike and Perry Streets.

During the middle 1920's the Post Office, which was located in the Easter Hotel, caught fire, but was saved. The following week the Post Office again caught fire and was destroyed. After the fire, the Post Office was then moved next door to another old store building where it remained until 1938 when James R. Wilson assumed charge of the duties. At this time, he moved the Post Office to his residence which was directly across from the "oldest house in Bentonville", located on the eastern side of Pike Street. That house was torn down in early 1970's and presently there is a trailer standing on this site.

Due to Mr. Wilson's illness, it was necessary for him to relinquish his duties as Postmaster, so on June 1, 1949, the Post Office was again moved, this time being located at the northwest corner of New Market and Pike Streets in the first floor of the old dwelling house, with Harry Naylor fulfilling the duties of Postmaster. There it remained until the time of his death in 1968, when his wife (Verna Naylor) assumed charge of the Post Office.

Although the Post Office's main purpose is to serve its customers, it is also a place of congregating to discuss the surrounding happenings and the visiting of friends and neighbors. This has been happening in the same building for the past twenty seven (27) years, and it is hoped that it can continue to do so for many years in the future.

POSTMASTERS AT THE BENTONVILLE POST OFFICE AND THE DATES OF THEIR APPOINTMENTS

John S. Adamson	January 1, 1842
Asahel D. Keet	March 7, 1844
James Martin	October 29, 1847
Timothy M. Downing	April 17, 1852
Reason Ogle	June 6, 1854
Lafayette Foster	August 30, 1854
Allen S. Brownfield	June 2, 1855
*Elijah D. Ludom (Leedom)	April 28, 1857
Timothy M. Downing	July 29, 1861
Lafayette Parker	July 1, 1864
Phillip L. Howell	October 26, 1864
Lindsey L. Edgington	November 15, 1865
William W. Baird	November 14, 1866
Richard R. Higgins	August 27, 1874
John V. Adamson	September 4, 1876
John G. Bradley	October 16, 1877
Thomas P. Foster	June 1, 1889
O.T. Sproull	August 14, 1893
Maggie B. DeCamp	September 23, 1897
James H. Satterfield	January 8, 1908
Reuben A. Sininger	March 13, 1914
James R. Wilson	January 22, 1916
Gerald E. Ellis	October 29, 1924
Henry H. Boone	September 29, 1925
Harold S. Tracy	July 18, 1930
James R. Wilson	July 22, 1938 (assumed charge)
	August 26, 1938 (acting)
	August 30, 1938 (confirmed)
	June 1, 1949 (assumed charge)
	June 16, 1938 (acting)
	August 16, 1949 (confirmed)
Mrs. Verna Lorena Naylor	*January 17, 1969 (assumed charge)
Taken from the National Archives and Record Service. Washington, D.C.	
**Mrs. Verna L. Naylor	September 25, 1968 (assumed charge)
	January 17, 1969 (appointed)

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RECEIVED
FEDERAL BUREAU OF INVESTIGATION
U.S. DEPARTMENT OF JUSTICE
WASHINGTON, D.C. 20535
OCT 13 2001
COMMUNICATIONS SECTION

*The Heritage Collection
 History and Biography
 History of Adams Co Ohio
 1900 Evans & Shreve*

CHAPTER XII.

PUBLIC ROADS AND HIGHWAYS

The First Public Highway—The Kyte Fork Road—The Ferry—The Whiskey Road—Zane's Trace from Tavern to Tod's Crossing.

The first public road surveyed and established in Adams County was the old post road over that portion of Zane's Trace from the Sinking Spring to the Ohio River to the north line of Hamilton County, in 1796, the year preceding the organization of Adams County. It was known by the name of Zane's road, the "Limestone and Chillicothe road," and is as yet in the early road records of Adams County. Afterward it changed and altered in many parts as to form a new notable change was that beginning at the old ford of the Sprout bridge now spans that stream. Here the creek crossed the road and passed by the way of the Steam years the Maysville and Zanesville turnpike was cut a general route of the old post road over Zane's Trace passing through Bradyville, Bentonville, West Union, Dunbarton, Palestine, Locust Grove, and Sinking Spring.

Under the Territorial Government the Court of public petitions, granted views, and ordered surveys of public roads; and upon proper hearing ordered the establishment and record of such roads. The early records close the fact that all roads petitioned for were granted to the number of petitioners or their place of residence after settlements began to dot the valleys of the water out the county, and rivalry between them was upon roads to the county seat or principal market points with much formality and great deliberation in the public highways.

The first step in the establishment of a public road a proper petition praying for the granting of such roads prescribed by more than twelve resident freeholders of the second reading of the petition, if there was no return proposed road, viewers were appointed and a survey ordered; after the report of the viewers and a review of the

PUBLIC ROADS AND HIGHWAYS

travels in the county began at the Ohio River and extended into the Creek, Eagle Creek, Red Oak, Sinking Spring, and Zane's Trace leading to the east and west. The roads from Logan's Gap to Ellettsville, at the mouth of the Ohio River, were established in 1799 from Manchester to the near where Georgetown in Adams County. This excepts the post route from the old town of New Adams to the limits of Adams County. The establishment of the county in September, 1796, gave to public roads were made by the Court of sundry persons the Court at Manchester to the east fork of the Ohio River (settlement) and appoint Joseph Smith and Daniel Robbins, reviewers of sundry persons the Court admit to the land opposite the mouth of the Lawson's road. Andrew McGarry, reviewers, petition of sundry persons the Court order to the crossing of Brush Creek, and Robert Ellison and Joseph E. Taylor, a road laid out in Adams County (Ohio), and order and allow Joseph Collier's or James Williams and were granted and following entry was made from the mouth of the county the road from Jack Fork was a creek, continuing to a fork at the town of Adams, viewing, never viewed.

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02/24/2011

LINDA NAYLOR

7785 STATE ROUTE 41
BENTONVILLE, OH 45105

Dear Postal Service Customer:

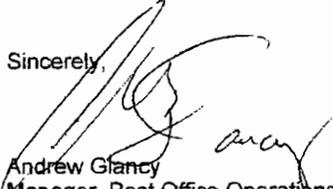
Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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 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 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.
- 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 historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,


Andrew Gancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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: Larry + Janice Jarvis

Address: Box 246, 21 Benton St. Bentonville, Ohio 45105

Telephone: 937-549-2816

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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ITEM# 72
PAGE# 57



02/24/2011

JERRY & JANICE JARVIS

P. O. BOX 246
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Bentonville, Ohio 45105
February 19, 2011

Post Office Operations
1591 Dalton Avenue
3rd F., Office Tower
Cincinnati, Ohio 45234-9992

Re: Closing of the Bentonville Post Office-- Bentonville, Ohio 45105

Dear Mr. Redden and other concern personnel,

I am currently a P.M.R. at the Bentonville, Ohio Post Office since my mother Mrs. Verna Naylor passed away on July 6, 2011. You are fully aware that this post office recently had the mail count, survey, and town meeting concerning the closing of this office. I know you have all of the statistics concerning this office; therefore, I will not go into detail concerning them.

I am asking you to please consider the matter very closely and consider one important reason for not closing the Bentonville Post Office. There has been a Post Office in the town of Bentonville since January 1, 1842. This post office has significant historical value in relation to other areas of the county, state, and United States. This post office has received recognition numerous times in relation to the fact that it is the home of the Bentonville Anti-horse Thief Society which originated in 1853.

Even more importantly is the fact that the post office is unique in the fact that it has been located in the basement of our house since 1948, when my father Harry E. Naylor performed postal duties including the role of Postmaster until his death on September 24, 1968. My mother, Mrs. Verna Naylor, assumed charge of the post office the following day, and was appointed Postmaster on January 17, 1969. She continued in this capacity until her death. My mother, Verna, received national recognition in May of 2007 as being named the Oldest Postmaster in the United States. Many articles and pictures were printed concerning this event. Her favorite picture was the one taken of her standing in front of the antique post office boxes. She proudly boasted of the fact that my father had to purchase the postal boxes when he assumed his postal role. She received an additional honor only approximately one week before her death. She then had the honor of being the OLDEST POSTMASTER AND ALSO THE OLDEST POSTAL EMPLOYEE IN THE UNITED STATES. These facts alone should be enough reason to

allow the Bentonville Post Office to remain open. It is a part of the postal system's history and should be preserved and proudly advertised.

Your concern about the Postal system losing money seems to be a big factor in the reasoning for closing the small post offices.

I am going to quote just a few items which I feel could be an expense to the system which may be remedied if the situations were addressed. Please let me list them.

(1.) The list of bad checks sent to the Bentonville Office for the month of January contained over 2900 names. If this money and late fees aren't collected this is causing a considerable amount of money having to be absorbed by the system. If you don't want to stop people from giving checks, why don't you have the machine that immediately can tell whether or not there are sufficient funds in that account? Even very small businesses in our area have them.

2. Another concern is the spending of money to promote new products. (Example -of the passport wallet). People are only required to renew a passport every ten years, so it seems considerable thought should be given to every product before spending any money.

3. Take a careful look at the truck routes and see if they are productive. Why don't you ask the drivers if they have suggestions on ways to improve the service and still save money?

The list could continue, but I think you get my idea of the point I am trying to make.

I also have some suggestions which I feel could be helpful.

Increase the cost of first class postage. I don't think most people would object to the idea. I know for the people in Bentonville, it would be more beneficial for them to pay 20 cents extra for a book of stamps rather than pay over \$3.00 for a gallon of gas to drive to town to purchase them. I am strongly opposed to the idea of putting money in mailboxes along a rural route. I think this is only a way to encourage thieves, if they are aware of this situation.

I am giving this personal information in regards to the closing of the Bentonville Post Office. The office is located in the basement of our house and the postal system's expenses that relate to my family personally are as follows:

Rent \$125.00 per month and my salary.

I know there are expenses here, as with all offices, but the issue isn't the expenses. It is the changes of the services and their costs.

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Please see the enclosed article THE CRISIS OF THE POSTAL SERVICE that was written in the Postmaster Advocate on June 2010. The article also addresses the issue of the cost of closing small post offices and its relationship to the entire expenses of the whole United States Postal System.

Once again, please allow the Bentonville Post Office to remain open.

Sincerely,

James Naylor, P.M.R.
7785 State Route 41
Bentonville, Ohio 45105

A handwritten signature in cursive script that reads "James Naylor P.M.R." The signature is written in black ink and is positioned above the typed name and address.

Enclosure: The Crisis of the Postal System

Postal Service

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allow businesses to get their checks, and that without post offices, this plan would not work. For that matter, if there were to be a massive closure of post offices and thus post office boxes, how exactly is that remittance mail to get delivered, not only on Saturday but even throughout the week? One can't simply construct a stand-alone box section, a kind of massive set of cluster boxes, and expect to get the same efficiency and results. The reason I say that is that it is the proximity of the PO Boxes to the delivery function that the essence that makes the system work today.

In this respect, it is instructive to note that when the Postal Service went through an analysis on closing and consolidating 3,000 stations and branches, keeping in mind that service must be maintained, it came to the conclusion that it could only consolidate or close 137.

Of course, there is a retail function in most post offices, but we need to emphasize that in many urban and suburban and small city scenarios, it is almost an "add-on" function and that even if you eliminated the retail function, you could not close the building. This, of course, does not address the situation of the very small rural post office, where there might be only several carriers, or even no carriers. Those smallest 10,000 post offices cost less than seven-tenths of 1 percent of the post office's budget, and for this reason, the post offices simply should not be part of this cost-savings analysis.

We recently have taken this message to the Hill, talking with the rural caucus among others, and literally everyone we talk with agrees with this position. For those of you who are Postmasters at very small rural post offices, Congress is on your side. Should there be misguided efforts by the Postal Service to close a post office of this type, go to your congressman and he or she will help.

In visiting the Hill, in addition to discussing the very small rural post office, our goal has been to

puncture the myth that post offices are simply retail facilities that could be closed if much of the retail function were done elsewhere. Those visits have been very successful, and we have found an enormous breadth and depth of support for maintaining post offices—and, indeed, an overwhelming skepticism about the notion of moving the retail function out of post offices.

It was interesting that we found that the LEAGUE's position that putting a retail function in places such as Staples and other retail establishments is a great idea, but that it can't really replace the post

office, is a position generally shared by congressional offices. Indeed, the congressional staffers are the ones who have told us how important post offices are to their communities and the one thing the Postal Service can't do is to allow those to deteriorate and close.

As we have discussed the pros and cons of the Postal Service's situation, a strong post office system is always at the forefront of congressional concerns. That position is reflected in a survey earlier this year in which *The Washington Post* said that while a majority of Americans might support going

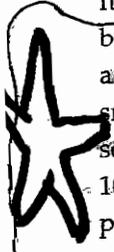
from six-day to five-day delivery, they did not support closing or tinkering with their post offices. Postal Headquarters and some postal observers don't seem to understand this. To them, post offices seem to be nothing but a nuisance.

The thing that I always find amazing is how Postal Headquarters seems to view Congress as interlopers, simply interested in defending its parochial interests and generally getting in the way of the efficient running of the Postal Service. Yet in reality, those "interlopers" are the postal corporation's shareholders.

It is well known that a company's management that blows off the need and desires of its shareholders in favor of its own needs and desires does so at great peril to itself. ◦

Postal HQ seems to view Congress as interlopers, simply interested in defending its parochial interests and generally getting in the way of the efficient running of the Postal Service. Yet in reality, those "interlopers" are the postal corporation's shareholders.

A company's management that blows off the need and desires of its shareholders in favor of its own needs and desires does so at great peril to itself.



The Crisis of the

use the term "post offices," I mean to use it in the lay sense not the technical sense, and thus include not only post offices, but also stations, branches, finance units and carrier annexes. That is the way, after all, Congress and the public look at it and that is the way we should look at it.

At the Postal Service's briefing earlier this year, I was truly amazed to hear one of its consultants say that the Postal Service had 37,000 retail units—more than Starbucks, McDonald's and Wal-Mart combined and that it didn't need all that brick and mortar. The consultant didn't seem to realize that all that brick and mortar was not there to sell stamps, but was there to operate the carrier function of the Postal Service, and to provide critical post office box services to those businesses and consumers that had need of more timely delivery service.

When PMG Potter explained that—as time went on—the Postal Service would concentrate on selling postal services online and in stores, such as Staples and Wal-Mart, and back away from selling postal services in post offices, he clearly implied that many if not most of post offices would be closed down. That spin has been taken up in the press and on Capitol Hill.

I should also pass on to you that this has not been generally well received on Capitol Hill, and that because of it, the Postal Service's credibility has generally hit even new lows.

One wonders what those consultants were thinking about. Don't they understand that the Postal Service's carrier force works out of these post offices and that if one closed these post offices, one would close down the final leg of the delivery system? Don't they understand that the PO Boxes in those post offices are critical to providing acceptable service, and that the key to the acceptable service is having the final delivery point be only 30 or 40 feet from where the carrier force receives its daily deliveries?

When PMG Potter explained that—as time went on—the Postal Service would concentrate on selling postal services online and in stores, such as Staples and Wal-Mart, and back away from selling postal services in post offices, he clearly implied that many if not most of post offices would be closed down. That spin has been taken up in the press and on Capitol Hill.

As I have gone around the postal community discussing this with various people, I have been amazed at the lack of sophistication about post office operations of even very learned postal gurus. At one of the MTAC receptions, I talked for quite a while with an old friend of mine who is a writer of a postal newsletter in Washington for one of the trade associations. He thought the consultant had a great idea and that retail services should be shuttled over to retail outlets, and that almost all—if not all—of the post offices be closed and the Postmasters let go.

When I asked how his clients would get their mail delivered, he said "through the carriers of course." When I asked him where the carriers would be housed and who would manage the carriers, he replied, "At the carrier station of course and they would be managed by the carrier managers that manage them today." He did not understand that the "carrier stations" are the post offices or that the "managers" of the carriers were Postmasters. When I pointed this out to him, he looked a bit bemused and asked, "Really?"

As I have gone around and talked with other people, I have come to realize that this misperception is the common perception. Even very sophisticated postal observers don't seem to understand how closely intertwined post offices are with the delivery function. They think of them as simple retail facilities.

We need to change this perception. As you talk with your customers, and with congressmen, remember to emphasize the delivery function, not the retail function, as we will do here in Washington. People need to truly understand what you do, as we all look at the postal system of the future.

Don't forget, in addition to the role of post offices as final distribution nodes, there is also the issue of the post office as a final delivery point. That person I talked with at the MTAC convention didn't seem to realize that in its five-day delivery plan, the Postal Service is counting on delivering critical remittance mail on Saturday to post office boxes in order to





DOCKET# 1354701
ITEM# 22
PAGE# 064

02/24/2011

JAMES NAYLOR

7785 STATE ROUTE 41
, 45105

Dear Postal Service Customer:

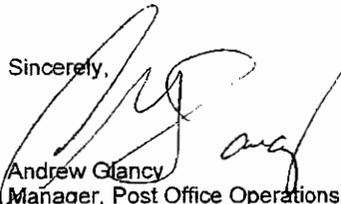
Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- 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.
- You 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.
- 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 asked why the post office was being reviewed for 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.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,


Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

DOCKET# 13S4701
 ITEM# 22
 PAGE# 65

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

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders <i>Pay by check</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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 don't pick up or mail every day
we have to come in the mail they or left

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: James L Allison

Address: 170 New Market P.O. Box 256 Bentonsville Ohio
45105

Telephone: 937-549-1809

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.

Bentonsville is a small community store & shopping
no. But I feel the Post Office is a very important
part of a community. It is more than a Post office
to a community. Or mail is safe. Older people
can not always get to their mail every day.



DOCKET# 1354701
ITEM# 22
PAGE# 67

02/24/2011

JACKIE ALLISON

P.O. BOX 256
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 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 administrative postmaster for more information.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

DOCKET# 1354701
 ITEM# 22
 PAGE# 108

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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 WEST UNION
- Personal needs WEST UNION
- Banking WEST UNION
- Employment WEST UNION
- 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: Etha Jarvis

Address: P. O. Box 266 Bentonville, Ohio 45105

Telephone: 937-549-3461

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 live out in the country. The Mail Carrier does not come by my place. That is why I use the Bentonville Post Office. Please don't close it down. We need it.



DOCKET# 1354701
ITEM# 27
PAGE# 70

02/24/2011

ITHA JARVIS

P.O. BOX 266
BENTONVILLE, OH 45105

Dear Postal Service Customer:

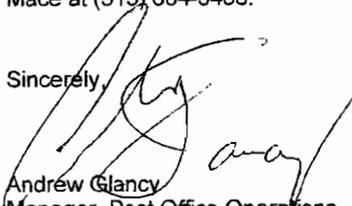
Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of 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.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

unable to walk to Post office

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass 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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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 yes _____
- 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: Harry and Alvera Davenport

Address: Box 157 Bentonville, Ohio, 45105

Telephone: 937-549-2193

Date: 2-17-2010

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.



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02/24/2011

HARRY & ALVENA DAVENPORT

P.O. BOX 157
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
- You 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 administrative postmaster.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services	<i>I Buy Stamps per folios</i>	Daily	Weekly	Monthly	Never
a. Buying Stamps	<i>per folios</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other Postal Services					
a. Entering permit mailings		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
a. Resetting/using postage meter		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
Nonpostal Services					
a. Picking up government forms (such as tax forms)		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
b. Using for school bus stop		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
If yes, please explain: _____					
d. Using public bulletin board		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
e. Other		<input type="checkbox"/>	<input checked="" type="checkbox"/> YES	<input type="checkbox"/>	<input type="checkbox"/> NO
If yes, please explain: _____					

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

YES NO

If yes, please explain: _____

*They do not open until 8:30 and are closed at 1:30 PM when I get off work so I can not get stamps there. I buy mine in Bentonville where they are open for the working people.
 We do not want our post office closed*

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 NA
- Personal needs NA
- Banking FOR OAPSE Manchester.
- Employment Manchester High School
- 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: Harriett Taylor OAPSE Treasurer

Address: 7785 St. Rt 41 Bentonville OH 45105 P.O. Box 236

Telephone: 937-549-3360 after 2:00 P.M

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.

We do not ^{want} the post office closed due to the history our town has. It is know around the U.S. for the home of the U.S. oldest Postmaster Verna Taylor and the Bentonville Anti Horse Thief Society, orginated in 1853. We are very proud of our town and the history. We get a lot of publicity in newspapers & magazines about our small town.
Please don't close our post office.
THANKS



02/24/2011

HARRIET NAYLOR

P.O. BOX 236
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy", written over a large, stylized scribble.

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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: Elizabeth L. Wilkoff

Address: P.O. Box 223 Bentonville, AR 45105

Telephone: 937-549-2717

Date: ~~Feb~~ Feb 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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02/24/2011

ELIZABETH WIKOFF

P.O. BOX 223
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

Who reaches them if we don't...? We need to advertise services to needy families

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

YES NO ??

If yes, please explain:

Questions ?? ??

This is totally irrelevant!! anyone & everyone passes potential Postal availability every where there are Post offices every where!!

Previous is None - it is excellent!!

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:

it works well now -> why should there be a change...

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

- Shopping local
 - Personal needs local
 - Banking local (West Union)
 - Employment (NA)
 - Social needs (local only)
- None*

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: Donald R. Young Ph.D.

Address: _____

Telephone: 513-732-6272

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 yes" -> Please note there was no
Please to check - "yes" even if it applied*

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February 16, 2011

To: All interested parties
Matter: Possible closing of the Bentonville, Ohio Post Office

To whom it may concern:

I learned recently of the possible closing of the historic Bentonville, Ohio Post Office operated until recently by Verna Naylor. It is my understanding that Post Mistress Verna Naylor faithfully discharged her duties in that position until her death in 2010.

I fully understand the necessity of down sizing by the U.S. Postal Service because of financial issues however there are reasons to leave this particular post office open even in the light of difficult financial times. History is a critical foundation of who we are as Americans and how we serve each other is viewed with awe throughout the world.

Last year Mrs. Naylor received commendations from every conceivable source throughout the United States when she achieved the admirable status of being the oldest living Post Mistress as well as the oldest postal employee in the U.S. Additionally her historic post office serves as the necessary bridge between two rural delivery post offices in Manchester and West Union, Ohio.

All one has to do to sense the importance both historically and functionally of the Bentonville Post Office is simply visit there. It is immediately apparent that the post office is a vital center of community activity as well as a necessary service to area residents.

I have successfully used the Bentonville Post Office for many years. And the Naylor family not only provides postal service to the community but also assist residents with personal needs in times of accident, tragedy, death, and support of numerous social agencies in the Adams County area. Keeping the Bentonville Post Office open keeps alive part of our history and who we are as Americans. If we destroy our history for financial reasons then adjustments are not being made for either professional or considerate reasons.

I join the citizenry of the Bentonville community in voicing strong opposition to the proposed closing of this historic postal center.

Respectfully,
Don Young Ph.D. President
Carolina Christian College

Formerly Winston-Salem Bible College



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02/24/2011

DON YOUNG PH.D.

4117 NORTHAMPTON DR.
, 27102

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You 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.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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 Madisonville, Ky
- Personal needs " "
- Banking " "
- Employment NONE
- 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: DeLores Allison

Address: 170 New MKT ST P.O. Box 256

Telephone: 937-549-1809

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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02/24/2011

DELORES ALLISON

P.O. BOX 256
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

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

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

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 Maysville, Ky. - West Union, Ohio
 Personal needs West Union, Ohio
 Banking Manchester, Ohio
 Employment West Union, Ohio
 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: Charles Harmon
Address: 3210 Cabin Creek Rd.; Manchester, Ohio 45144
Telephone: 937-549-3391
Date: 2-9-2011

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.



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02/24/2011

CHARLES HARMON

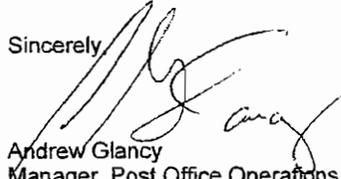
3210 CABIN CREEK RD.
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,


Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

2. Do you pass 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 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?

- | | |
|-------------------------------------|----------------|
| <input checked="" type="checkbox"/> | Shopping |
| <input type="checkbox"/> | Personal needs |
| <input type="checkbox"/> | Banking |
| <input type="checkbox"/> | Employment |
| <input type="checkbox"/> | 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: Billy Ripston / Rita Wescott
Address: P.O. Box 275 Bentonville, Oh 45105
Telephone: (937) 798-9119
Date: 1-9-11

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# 1354701
ITEM# 22
PAGE# 92

02/24/2011

BILLY RIGDON / RITA WESCOTT

P.O. BOX 275
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Postal Service Customer Questionnaire

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

Postal Services

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

Big book on 100 ^{per} rolls

WALMART cheaper

Rarely

Other Postal Services

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

Nonpostal Services

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

They don't have them

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

2. Do you pass 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 passed another post office it wouldn't be open at 6:30 Am like Bentonville but would be closed at 1 to 2 PM when I get off work so I couldn't purchase stamps. Bentonville hours are great for working people.

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 NA
- Personal needs NA
- Banking West Union Ohio
- Employment Manchester High School
- 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: Harriett Taylor Treasurer Eckmansville Christian Church

Address: 7185 St. Rt 41 Bentonville, Oh 45105 PO Box 173

Telephone: 937-549-3360

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.

We do not want our post office closed it is so convenient for the people in our area. Our post office is history and we don't want to loose it. Our town has a lot of history and we love our small town post office.

Postal Service Customer Questionnaire

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

Postal Services

- | | | Daily | Weekly | Monthly | Never |
|--|---|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps | <i>Buy Books</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ? |
| d. Pick up Post Office box mail | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <i>Cheaper at Wal Mart</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <i>We order Stamp year books because office here don't handle them from the first year until 2010</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- | | |
|----------------------------------|---|
| a. Entering permit mailings | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | |
|---|---|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | |
|--------------------------------|---|
| d. Using public bulletin board | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

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

YES NO

If yes, please explain:

*They are not open when I leave for work and closed for lunch when I get off.
 Our post office is a great service for the people in our community*

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 NA
- Personal needs NA
- Banking West Union
- Employment Manchester High School
- 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: Harriett Naylor

Address: 7785 St Rt 41 Bentonville Oh 45105

Telephone: 937-549-3360

Date: February 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.

Our post office is very important to our town. It has a lot of history and we are proud of it. Please don't close our office.

21

DOCKET# 1354201
ITEM# 22
PAGE# 98

Bentonville, Ohio 45105
February 19, 2011

Post Office Operations
1591 Dalton Avenue
3rd Fl. Office Tower
Cincinnati, Ohio 45234-9992

Re; Bentonville Post Office Closing

Dear Mr. Redden and other persons,

I attended the Town Meeting for the closing of the Bentonville Post Office on Feb. 17, 2011. There were several concerns expressed and especially one concerning the use of rural route mailboxes. There is a considerable amount of traffic that goes through our town, and I am deeply concerned for the safety of a driver delivering mail. There are several trailer trucks hauling gravel in a row, that travel our busy highway, and it would be a very dangerous situation to any carrier. There have been numerous accidents in our town and would you want to be responsible for a carrier losing his/her life because of delivering mail. This situation could easily be avoided if the Bentonville Post Office remains open.

Another issue is the fact of the service from a rural carrier. I am personally aware of cases where postal employees have been accused of not delivering mail. One specific example is when a Manchester carrier brought a garbage bag of mail belonging to people living on the Manchester route and left it here at the post office. My mother had the evidence that a Cincinnati official needed to prove that (the carrier) had not delivered the mail.

Another reason for not wanting a route is because of the possibility of people stealing mail or money from the mailbox. It would be more expensive for me to put up a mailbox and it's maintenance than to pay Post office box fees. Also service probably would not be as efficient. Our mail arrives around 8:00 A.M. and we can send out mail later in the evening. Would this be the same case if we had rural delivery?

I don't think closing the Bentonville Post Office would save the Postal System any more money than it would by establishing a route.

Our town has a lot of history including the fact that in 2005 the Bentonville Harvest Festival committee dedicated its festival to all veterans which included seven residents which were World II veterans and one of them being a Prisoner of War. There are several WWII veterans living in our surrounding community so you can see that our area consists mainly of older people.

There are many reasons why the Bentonville Post Office should remain open but the most important one is the historical fact that our town was the home of the Oldest Postmaster and Oldest Postal employee in the United States. This honor alone should be reason enough to permit the Post Office to remain open. This fact should be used to achieve recognition for the Postal System. Why not advertise what a great system this is by promoting the fact that you have employees that have worked for you for well over 40, 50 and perhaps even 60 years?

I am proud of the fact that our family has had employees of the postal system in the Bentonville Post Office since 1948. It has been an exciting part of my life.

Please keep history alive by allowing the Bentonville Post Office to remain open.

Thank you very much.

Yours truly,



*Harriett Naylor
7785 State Route 41
Bentonville, Ohio 45105*

Postal Service Customer Questionnaire

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

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps <i>I Buy Books or 100 Stamp Rolls</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders <i>Cheaper at Wal Mart</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

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

Nonpostal Services

- a. Picking up government forms (such as tax forms) YES NO *They don't have them*
- b. Using for school bus stop YES NO
- c. Assisting senior citizens, persons with disabilities. ect. YES NO

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO
-

If yes, please explain:

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

- YES NO

If yes, please explain:

They are not open before I go to work and are closed for business when I get off work. That is why Bentonville Post office is so important to us -

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 NA
- Personal needs NA
- Banking West Union
- Employment Manchester High School
- 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: Harriett Taylor Pres. Bantownville Anti Horse Thief Society

Address: 7785 St. Rt 41 Bantownville, Oh 45105 P.O. Box 277

Telephone: 937-549-3360

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.

Bentonville, Ohio
February 19, 2011

Dear Mr. Redden and others,

Post Office operation
1591 Dalton Avenue
3rd Fl., Office Tower
Cincinnati, Ohio 45234-9992

Bentonville, Ohio proud home of the Bentonville Anti-horse Thief Society was organized in 1853. Each year, the last Saturday in April, we have our annual banquet. It is well attended from far and near.

Our life member ship is \$1.00, same price as it was many years ago. We have certificates suitable for framing for \$2.00 plus postage. This supports the postal system.

We have been featured in many articles in newspapers, magazines, and books.--These include-- Lost Ohio by Randy McNutt and Strange Tales of Ohio by Neil Zurcher-- and Brief History of Bentonville, Ohio by Linda Sue Naylor

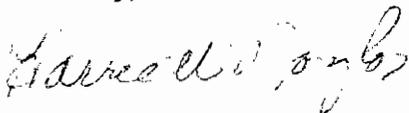
In the summer months, we display banners Welcome to Bentonville Home of the Anti Horse Thief Society.

We also have a banner that says Welcome --home of the U. S. Oldest Postmaster displayed across from the Post Office.

We are very proud of our town because of the history it has. The Bentonville Post Office has been very instrumental in helping to promote our society along with the society promoting the Oldest Postmaster in town, Mrs. Naylor.

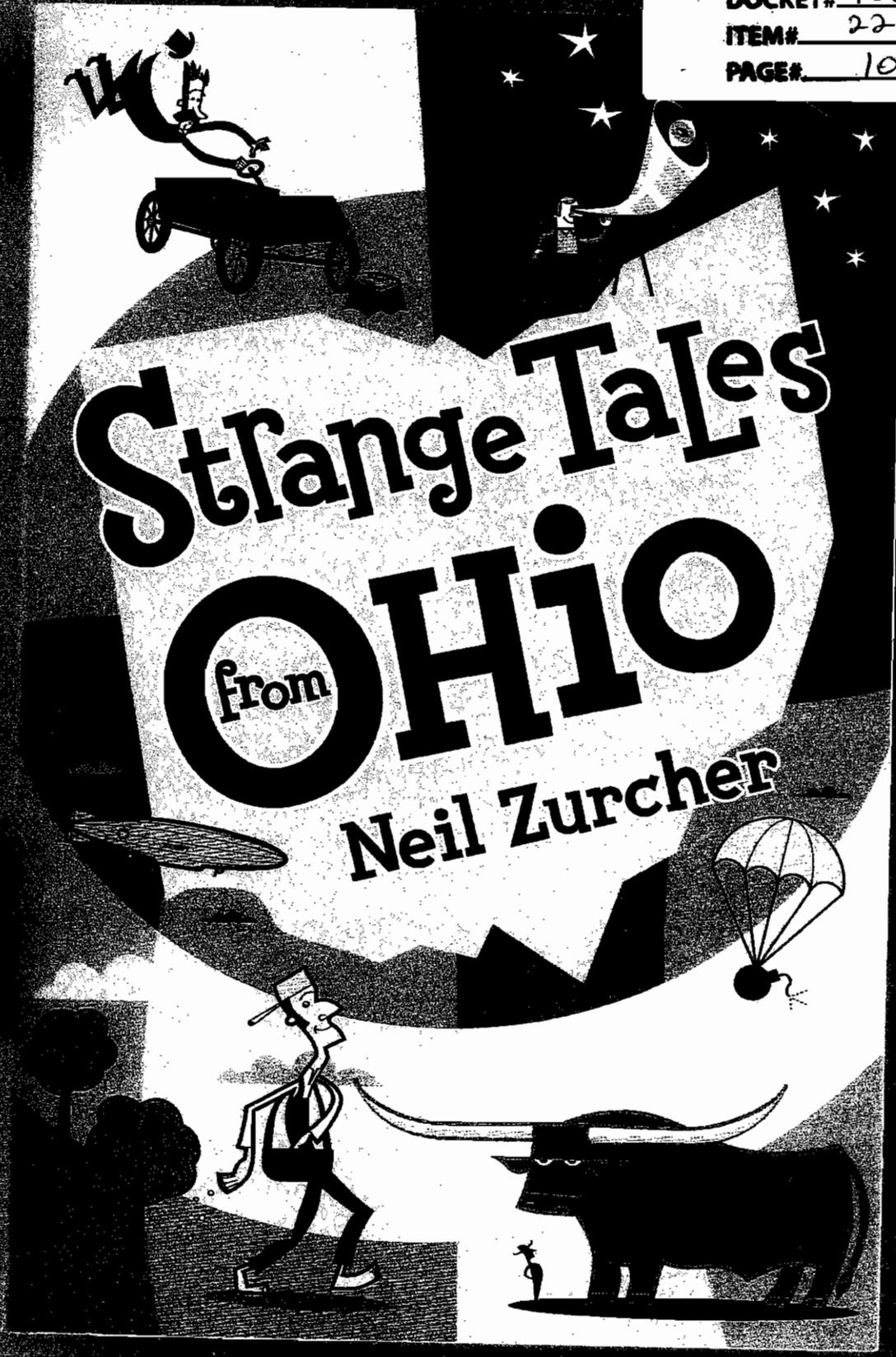
Please keep history alive and keep the Bentonville Post Office open.

Sincerely,



Harriett Naylor
7785 State Route 41
Bentonville, Ohio 45105

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The Anti-Horse Thief Society

BENTONVILLE

I have always agreed with Groucho Marx: "I don't want to belong to any club that would have me as a member." But I gladly made an exception to that rule when I discovered a particularly unusual organization in southern Ohio: the Bentonville Anti-Horse Thief Society. I do not own a horse, nor do I plan to buy one, so why would I want to belong to an organization like the Bentonville Anti-Horse Thief Society? It certainly seems exotic. After all, how many people can say they belong to an organization like this? Actually, quite a few. The membership, worldwide, is now in the thousands.

Bentonville, in Adams County, is just a wide spot on State Route 41 with a handful of full-time residents. Eighty-nine-year-old Vera Naylor is the postmaster for the little town (the post office is located in her home).

Mrs. Naylor says Bentonville's unusual group got started back in 1853, before the Civil War. In the sparsely populated rural county, horses were the main means of transportation, and there were few law enforcement agencies. Theft of horses was a serious crime, and it was becoming a serious problem, so local folks decided to do something. They formed the Bentonville Anti-Horse Thief Society.

"They'd go out and find the stolen horses and hang the thieves," Mrs. Naylor said.

The society would assign members and a team captain to search for stolen horses. If a member refused to take part in the search, he was fined five dollars. The reward for finding a stolen horse and returning it to its owner was ten dollars, which was paid from the dues of the Anti-Horse Thief Society. It's assumed that the society also paid for the rope to hang the horse thieves.

Horse thieves, at least around Bentonville, apparently got the message. Mrs. Naylor said, "Lordy, I can't remember the last time we hung a horse thief around here."

The state of Ohio recognized the Bentonville Anti-Horse Thief Society in 1880, granting them a charter.

"We're pretty much just a fun organization today," Mrs. Naylor said.

postmaster of the town serves as toastmaster of the Anti-Horse Thief Society.

anyone, anywhere, to join today," she explained. The society has members from around the state and has paid the one-dollar dues to become a member-for-life.

The society has an annual banquet on Saturday of April every year. Mrs. Naylor added, "It's a good time to hold it over at the Burning Heart Campground."

The Burning Heart Campground is a religious camp located within Adams County. It can hold 190 people, and we near filled it last year," she said. In 1961 the community erected a monument to the Anti-Horse Thief Society on State Route 41. In 2003 a state historical marker honoring the society was also added to the little village.

The Bentonville Anti-Horse Thief Society is now more than 150 years old and still going strong. To become a lifetime member of the Bentonville Anti-Horse Thief Society, send a \$1 donation to: Bentonville Anti-Horse Thief Society, c/o Vera Naylor, Bentonville, Ohio 45105.

LIFE MEMBERSHIP
Bentonville Anti-Horse Thief Society
(Adams County)
BENTONVILLE, OHIO

Dele Gurcher

Almost anyone can be a member here... except a horse thief.

The Town Where Everyone Is in Love

LOVELAND

In 1972 it occurred to Dr. Roland Boike, president of the chamber of commerce in Loveland, Ohio, that Valentine's Day was approaching. And with a name like Loveland, he realized that this town was just made for Valentine's Day.

Randy McNutt



**More Travels into
 Haunted Landscapes,
 Ghost Towns,
 and Forgotten Lives**

POLAR CATS
 1777 MILES
 540 SEPT 2000
 SPRING FOR
 PASSENGER
 HAMILTON, OHIO

The Riders of Bentonville

Life Route 41 follows the original direction of Zane's Trace in Adams County, still passing through flinty hamlets in a land seemingly lost. Much of it is as densely wooded as it was in 1798 when Ebenezer Zane plowed his way south to Maysville, Kentucky, to open the first road. The county is so rural, in fact, that only in the late 1980s did McDonald's Golden arches intrude on West Union, the seat of county government.

In the early 1800s, the trace was a popular route linking the Midwest and Washington, D.C., so Adams County hosted politicians on their way to and from the capital. Andrew Jackson and venerable Tennessee senator Thomas Hart Benton visited frequently, and today two towns on Route 41 bear their names.

I hadn't expected to stop on the road, but then I saw a rectangular monument in the middle of town, dedicated to the Bentonville Anti-Horse Thief Society of Adams County. My curiosity made me stop. An Ohio historical marker also commemorates Bentonville's most long-lived and only horse-thief-catching organization. (Coincidentally, on one of my visits to town, I read a story in a local paper about a pair of chestnut Arabian horses being stolen from a pasture in Clermont County, about forty-five miles west of Bentonville. Rustling is alive in rural America.)

Bentonville is the kind of town that only momentarily distracts travelers' weary eyes and makes them wonder why anyone would live in such a place. No neatly painted signs hang from businesses to attract customers. No public relations campaigns lure tourists. There is no chamber of commerce, no council, no mayor. And as city dwellers quickly notice, there isn't even a restaurant. Needs of the area's two hundred residents

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ally, I drove through Bentonville several times in the 1970s and 1980s, and this time I noticed that the place hadn't changed much in appearance or pace. It was still slow. Friendly, outgoing people who had greeted me were etched in my memory. Although some of the older ones have died since my earliest trips, the younger people have carried on the town's traditions—including the Anti-Horse Thief Society—and sought to continue the town in the new century.

After looking around town, I realized that the only worldly diversion was Joe Devore's service station, which featured a pool hall and video game parlor in front. The floor still carried traces of motor oil. Tuff belts, hoses, and tires hung upon the high concrete walls. The clicking of pool balls mingled with the steady beeping of video games, which had invaded even this small town. Devore served the pool players with a self-made contraption that suspended from the ceiling—tiny chalks on cord. When somebody pulled down a chalk, a system of pulleys brought it smoothly to the cue stick of the player, and then lifted the chalk back up and away. In the rear, Devore himself repaired automobiles, a more serious sport that separated the men from the pool boys. On that early spring afternoon, four elderly men sat on park benches inside the station. They watched the younger men shoot pool.

"Tobacca crop has come near fourth of the way up," one farmer said slowly as he chewed in a steady rhythm.

"Well, that's good," said another, after an interminable pause.

Then Grafton Parker, a tan, lean, leathery tobacco farmer, stood up and spit into a metal garbage can lined with a plastic bag. He returned to the bench, and another man repeated the ritual and sat down. As if on cue, the four men stood silently, walked over to the trash can, and spat in unison.

"In the winter," said Leo Tumbleson, "there's a lot of gathering in here. Anybody who's religious doesn't call this place the poolroom, though. He just says, 'I'm going to the garage.'"

And so it goes on, day after day, until another year passes.

Later, I found my way to the international headquarters of the Bentonville Anti-Horse Thief Society. That isn't difficult. Everything happens in the local post office. In thirty minutes, I was made an honorary member and given a membership card, a membership certificate (suitable for framing, of course), a little wooden plaque hanging with a

held to hold honorary membership, and it requires no dues or

or stipulations, other than enjoyment.

World crises notwithstanding, the people in the sitting room adjoining the post office in Verna Naylor's house were mostly concerned with who would speak at the annual dinner of the Anti-Horse Thief Society a few weeks. The deadline stared them down like a stallion in heat. "It's kind of hard to get somebody to come here to speak," said Verna, the postmaster at the time. "After all, we pay only fifty dollars, and everybody says that won't even take care of the gas money."

"Did you try that Nick Clooney fellow?" a man asked, referring to the former Cincinnati television anchorman and brother of singer Mercury Clooney.

"Aw, I've known Nick from way back," she snorted. "He's from Augusta, Kentucky, not too far away, but he said he's too busy to come. Too busy!"

Verna thought about the problem as she sat in a thick chair, and then smiled. "Say, Little Jimmy Dickens, the country music singer, is from Blue Creek, down the road," she said, "but I don't think he'd come all the way back to Adams County just to talk to us."

"No, he ain't Dickens," somebody said. "It was Cowboy Copas who was from Blue Creek, but he's been dead for years."

"Oh, yes," she said. "Well, I guess we can't count on him, either."

"Yeah, sure," said Jim Naylor, her son, "but you'd think some public person somewhere would like to get the publicity..."

As they collectively hit on the same idea, every head in the room turned toward me. I felt as if they had trained pistols on my head.

"Do you think you could—"

"No," I said. "Thank you, but I live too far away and I know nothing about horses, let alone horse thieves."

"But you don't have to know anything," Verna protested. "All you have to do is *show up*."

When she realized I was serious, Verna looked over the friends and family in the sitting room and reminded them: "Well, we don't have much going on in this town. We can't even get the reporter interested." Everyone laughed. Things will work out, they said, as the last minute day in April approaches. That day is traditionally reserved for the annual dinner. The society usually finds area people to speak at the annual

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The Riders of Bentonville

newspaper editor from Portsmouth who accepted their invitation last year. This year, however, Verna's daughter, Harriet Naylor, is more concerned because she is the group's president, the first woman elected to the post. "I never went to a meeting of the society in my life," she said. "So one night I went and got elected president."

Neither Harriet nor her mother knows which is older—the society or the post office. The society was established in 1853, and the post office has been around a long time, too, possibly since Bentonville's founding in 1839. In 1949, the post office was opened in the little first floor room of the Naylor house on Route 41, the town's main street. Verna greets customers from behind old barred windows, a worn metal counter, and brass post office boxes. They have been in use in town since 1909, and Verna has steadfastly refused suggestions from postal officials to go modern. People are accustomed to the Bentonville Post Office, she said, and it will stay as it is as long as she's in control.

Often people step into the adjoining sitting room, the unofficial gathering place for residents who want to discuss anything or nothing in particular. Verna said it's unusual to find such a tiny post office no more than ten feet wide—next to a sitting room that's four times as large, but her customers applaud the logic. They like to come into the sitting room to talk. Sometimes they read the newspaper and, on frosted winter days when the world becomes a snowy drift, they warm themselves by the old gas stove. The room is an odd collection of old but comfortable chairs, six key-wound clocks that chime irregularly, knickknacks, and a sign on the wall that reads: "You can't hide in a small town. Too many people are watching."

In a town where time is elusive, history is what you make it. To Verna, it seems only a short time ago that her late husband, Harry, the former postmaster, was putting on his colorful uniform and preparing for another concert with the local brass band. A photograph of him in uniform sits on her television, and the thought of him is always on her mind. When he died in 1968, she took over as the town's postmaster. She likes the work, and, besides, it's a job. Work has always been easy to find in Bentonville, but not a job.

Harry spent most of his life driving a huckster wagon through the farm country and working in the town cemetery. Then he got the post office. Other than farmers and self-employed businesspeople, few residents have had the luxury of a job in Bentonville. They work in West Union, about five miles to the north; in Portsmouth, twenty-five miles

to the east; and in Cincinnati, about sixty-five miles to the west. The unemployed—roughly 20 percent of the county's twenty-five thousand people when I was there—have little hope of finding a job in neighboring small towns. Not enough business is there, either.

On this afternoon, Verna's son Jim returned home early from his job in a West Union funeral home to do some planning. The funeral home gives him additional income when he's not farming, and he feels fortunate. He knows that in 1982 Harriet was laid off from her job at the old Hercules trouser factory in the village of Manchester, where she had worked for twenty-two years. She was lucky to find a job as a cafeteria worker in the county school system.

A lack of jobs has caused many young people to leave Bentonville. Verna said she is fortunate that three of her five children—Jim, Harriet, and Linda Sue, a schoolteacher—decided to stay in town.

"Harriet is now the second oldest Bentonville-born resident," Jim said proudly.

"Oh, Jim!" Harriet said, trying to get him to stop talking.

"No, really, I'm third oldest," he said. "If Nate Pence were to die, Harriet would be *first*."

Of all the jobs in town, the most prestigious was that of teacher at the Bentonville Elementary School. Everyone respected the teachers for doing a good job despite a low budget. The original inscription on the yellow brick school building—Bentonville Rural School—reminded many people of the day when life was less complex, even in this relaxed town.

Linda Sue was Bentonville's only reading teacher, instructing all eight grades in the school that she attended as a child. "My friend, Ethel Beam, always told me that if I wanted to be a teacher, she would retire and let me have her job," she said. "I owe it all to Ethel, really. She got me a job as a teacher's aide and then she retired so I could teach."

When the yellow brick school closed in the spring of 1989, Linda Sue was transferred. Knowing how much it meant to Bentonville, she was sad to see the old school close, but at least she kept her job. Many of her childhood friends had grown up and left town but she never seriously considered following their paths. "I guess I stayed because I used to be a bashful momma's kid. I don't know, I just stayed. One reason, I suppose, is that I wanted to go to college and I didn't have the money. I stayed home and worked and went to night school. It took years to finish, but I made it."

To Linda Sue, Bentonville is more than a few old houses and businesses. It is where she has lived. It is Aunt Jessie, a kindly old woman who befriended local children; the post office; and the old Bentonville Fair at harvest time. She would like to see the town grow, of course, but that doesn't seem likely. Besides, growth might mean complexity. "Years ago the town considered it," she said of inviting development, "but then we decided that some people would get mad because everybody would have to have bathrooms. There are still a few residents who don't have inside bathrooms. And, oh, yes, we'd have to get a mayor, too."

Near Bentonville, Sherman O. Beam, senior member of the Anti-Horse Thief Society, sat in the parlor of his white farmhouse, trying to remember the last time a horse was stolen in Adams County. "I do not recall when the last horse was taken," he said. "In fact, I don't think there was ever but one or two horses stolen since I can remember, and that goes back a ways."

At eighty-three, Beam was tall and silky-voiced. His distinct pronunciation came, no doubt, from teaching more than forty years in the classrooms of small country towns. Sherman Beam had an old history teacher's sharp recall of dates and events, but he couldn't even remember the first time he attended a meeting of the society. "I'd say it was around nineteen hundred and twenty," he said, shuffling through the memories. "In those days, my parents and grandparents were in it, as were many of my other relatives, the Beams and the Roushes." He stopped talking and lovingly ran his long, thin fingers across the group's faded incorporation papers, signed by his great-grandfather, William Roush, and Beam's uncle, Frank Roush, in 1880.

The theft of horses was the most common major crime in Adams County and all across Ohio from the late 1700s until the mid-to-late 1800s. To counteract it, nearly every county or town in Ohio organized its own anti-horse thief group. "The country was infested with horse thieves," the editor of *A History of Warren County, Ohio* wrote in 1882.

The unsettled condition of the country made the recovery of stolen horses very difficult. The horse-stealing proclivity of the Indians was one of the chief causes of the hatred of the early settlers toward the red men; but, after all depredations by the Indians had ceased, the farmers continued to suffer much from horse thieves,

who were believed to be often organized into gangs. The great value of the horse and the difficulty of recovering one when run away, caused the pioneer to look with malignant hatred upon the horse thief. The early legislatures were composed almost entirely of farmers, and they endeavored to break up this kind of larceny by laws inflicting severe penalties—corporal punishment, fines, imprisonment, and even mutilation.

As early as 1809, the Ohio General Assembly set punishment for stealing horses. On the first offense, the thief was ordered whipped with no more than one hundred and no less than fifty stripes on his naked back. On succeeding offenses, the thief received no more than two hundred and no less than one hundred lashes. On the third offense, the thief received a tougher penalty—both ears were cropped, he was sent to prison for two years, fined no more than a thousand dollars, and ordered to return the horses he stole or repay the owner in cash. After one conviction, a horse thief could no longer hold public office, serve on a jury, or even give testimony in a court case. Fortunately, the ear-cropping penalty was used seldom if at all (potential horse thieves received the message).

Like many other rural counties in Ohio, Warren County formed its own anti-horse thief group, the Horse Rangers, described as "among the most noted orders." It was organized in 1849; by the time the county history was written four decades later, the group still had 164 rangers on patrol. "More than twenty horses have been stolen from its members," the editor wrote, "but, by its quick work and detective force, they have never lost a horse, and, in most cases, have captured the thieves. Sometimes the expenses of recovering a stolen horse would amount to \$500 (which is always borne by the company) when the horse stolen probably was not worth fifty dollars."

Of all the other anti-horse thief societies that operated around the state and nation, most no longer exist. But one still patrols the wealthy Hamilton County city of Indian Hill, which organized the Indian Hill Horse Rangers in 1903 to "discourage horse thieves, chicken thieves, and other pilferers of farm and home property." The volunteers patrolled forty square miles, on foot or on horseback. By 1910, the group's charter was changed, granting broader powers. Not long after, the force—now the Indian Hill Rangers—became the local police. Meanwhile, a Kansas group, the Anti-Horse Thief Association, operated

chapters in Ohio and in seven other states to help protect residents from gangs of horse thieves and thugs who threatened anyone who crossed their paths. The group developed a large network of sources and allied groups, which were called upon to help after a horse was stolen from one of the group's thirty thousand members. In 1906, the group wrote: "An individual could not spend \$50 to \$100 to recover a \$25 horse and capture the thief. The A.T.H.A. would, because of the effect it would have in the future. Thieves have learned these facts and do less stealing from our members, hence the preventative protection . . . [but] the A.H.T.A. is in no sense a vigilance committee, and the organization has never found it necessary to adopt the mysterious methods of [the] 'Regulators' and 'White Caps' or kindred organizations. Its deeds are done in the broad open light of the day."

Other groups took more drastic measures to correct horse theft. In Butler County in 1805, the pioneer Jeremiah Butterfield's area near the Great Miami River became so infested with horse thieves and other unsavory people that he took action. A nineteenth-century editor observed: "There was no law that could be carried into execution effectively but lynch-law, which was resorted to successfully."

In the 1800s, one of the worst names a man could be called was a horse thief. Naturally, Ohio farmers dubbed John Hunt Morgan, the raiding Confederate general, the King of the Horse Thieves. Morgan's cavalry stole an estimated two thousand horses on its long journey across Ohio. In Mercer County in western Ohio, a man named Marvin Kuhn became known widely as the number one horse thief in the region. Then Fred Hutt was elected county sheriff. Hutt killed Kuhn in a gunfight, and his death nearly stopped the theft of horses in that area. As late as 1890, citizens of Springdale in Hamilton County incorporated as the Springdale Mutual Protective Company, to catch horse thieves and other felons. In 1885, the Ohio legislature granted such groups the authority to pursue and arrest, without a warrant, anybody believed to be guilty of stealing a horse. Local historians don't know how many thieves the group caught. In the passion of the moment, when they were charging around the countryside looking for horse thieves, members of the Mutual Protective Company forgot all about civil liberties.

No wonder. The public backed this cavalier attitude. In Marion County in 1842, commissioners built a two-story stone jail. According to the author of a 1907 county history, the "principal occupants of this jail were horse thieves, who in an early day did quite a thriving business

throughout Ohio. The prisoners frequently escaped by picking their way out through the wall."

In the Hocking Hills region, another band of horse thieves and burglars, robbers, and murderers) lived in the Sandstone Rock House, a cave with a tunnel type of corridor that ran up a rocky cliff. The thieves gave the place its nickname: Robbers' Room.

Before 1820 in southern Fairfield County, near Lebanon, a group of particularly successful thieves met regularly in a rural area called Sleepy Hollow. They stole horses in the region until a brave prosecuting attorney hired a private detective and formed a posse to catch the gang. The posse discovered the gang's ten members one night, meeting in a house in the country. The posse captured most of them, and a jury sent them to prison.

How seriously did people take horse theft? On May 11, 1893, the *Williamstown Courier*, just across the Ohio River in Grant County, Kentucky, reported succinctly: "Lynching: mob lynches Jim Collins (alias Clark), horse thief, at Sherman last Wednesday, within 300 yards of the spot where he was born."

Period.

The railroad and the telegraph helped end horse stealing by allowing better detection of criminals and recovery of stolen horses. But before the railroads came into widespread use in Ohio, farmers decided to search for thieves on their own. The Bentonville Anti-Horse Thief Society was formed in March 1853, to operate as a vigilante group. A few years later it incorporated, making it official and legitimate. By the 1920s, when horses were losing to gas-powered vehicles their importance in the rural community, area farmers started losing interest in the society. "There weren't many horses being stolen by then," Beam said. "And horses were beginning to fade out of farm work, so there wasn't much left for us to do. Earlier, though, when horses were stolen, the society would put off its members, called the Riders, into the countryside to inquire if anyone had seen the stolen horses or the thieves. Trustees appointed a captain to lead the group. If the horses were found, the member who located them was rewarded with ten dollars. That was a lot of money then."

By the mid-1920s, Bentonville had an anti-horse thief society and no horse thieves. "I guess we scared them off pretty good," Beam said. "The group had quite a bit of money, too, so it bought the first set of electric lights for Bentonville, and a movie outfit for the school. We also

organized annual dinners for the society, and we'd eat, eat, eat. There just wasn't much left for us to do." Membership began to rise again in the mid-1950s, when the centennial of the society revived interest. The group's yearly banquet became the biggest and most popular event in town. The number of guests almost equaled Bentonville's population. In 1961, the society thought it was time to erect its monument in the middle of Bentonville. In 2001, the Ohio Bicentennial Commission and the society erected a historical marker on Ohio 41 to commemorate the group. Someday, the group might move the monument to that spot, too. "Oh, but that will take some years to do, because we take our time around here doing things," Harriet said. "We move at our own pace."

Nowadays, the group is a novelty. From all over the nation, people write to ask for membership. She obliges them by sending membership cards. The group boasts of several hundred card-carrying horse-thief catchers. Group officers purchase cards, plaques, key rings, bumper stickers, and fancy certificates for fellow members.

"We don't do much now, except to get together to eat," Sherman Beam said. "A hundred years ago, they'd give you a necktie party if they caught you stealing a horse. But we haven't had any horses stolen lately. Come to think of it, we haven't had much of *anything* happen lately."

He smiled mischievously, then winked.
And I wondered.

Back in "downtown" Bentonville, I parked on the main street and looked at the nineteenth-century buildings. I watched Leo Tumbleson walk slowly from Devore's to meet Nathaniel Pence—the oldest person in town—across the street. Nate stood as straight as a cornstalk in August, his arms folded tightly across his chest. He looked up toward a ruddy sky, his eyes shaded by a green-gold cap pushed far down on his forehead. Leo, a retired farmer, spoke reverently of an ancient race, that Nate were some local guru or the sole survivor of an ancient race. At sixty-seven, Leo had lived within two miles of town most of his life. But his friend had done better. Nate had lived *in* town. That is the distinction. And Nate, a retired carpenter, wasn't shy about his tenure: "I'm the oldest person living in this town who was born here. I'm seventy-three. There used to be a lot of Pences here, but there ain't anymore."

Leo and Nate see change in a seemingly changeless place, take long, wooden house up the street, for example. To most people, it might look the same as it has for years. But to Leo and Nate, it becomes more historic every year. "Old George Clinger hauled that house up here by oxen," Leo said. "It sat on the Ohio River as a wharf boat in the early 1900s. George used four teams of mules to get ahold of it."

Nate nodded, to approve. His house is dubiously historic itself. In the late 1860s, a drunk with a lustful agenda visited a seventeen-year-old girl who lived there, and she chopped his head off with an ax. The killing is now a part of Bentonville folklore. Some people just come by to stare at the house.

Leo said he prefers history that he remembers personally. He knew, for instance, that Bentonville's high point—the accumulation of nearly a dozen businesses—occurred in the 1920s, only to waste away in the Depression. "A hotel sat where I live," he said, "and there was a restaurant with it, too. One day I was walkin' to school, and Mrs. Brooks, the owner, called to me from the porch and said she had some new candy. That night the place burned. I remember the kids were all a-car-ryin' off things. But I can't remember what day of the week it was."

"Tuesday," Nate said matter-of-factly.
"Oh, all right!" Leo said.

Nate is known for his ability to recall dates and events, and he further demonstrated his process to Leo: "There was five stores left by then. The flour mill had went out in '27. At the hotel, they was heatin' water to shave with and the stove blowed 'em all up."
"Doggone right, Nathaniel!"

By the 1920s, Bentonville had progressed from having a one-room school to a two-story wooden school that stood where the empty Bentonville Elementary is today. In those days, young Nate was a real stinker.

"Every time me and another boy would come to school," he said, "we'd have skunk on us." He drew a line down his body. "You see, trappin' was the only way we could make any extra money. So one day me and ol' Elwood Scott looked at our traps before we went to school, and when we got there the superintendent sent us home because we smelled. We got tired of that happenin' all the time. Heck, we had to trap. So the next time we went to school, we pooshed a stink bag under the big potbellied stove and taped it up underneath. Pretty soon, it smelled. Whew! That's the *last* time they ever sent us home, by gosh."

"Remember old Joe?" Leo asked.
"Old Joe was a rooster that belonged to Bill Naylor," Nate said.
"Bill would talk to that rooster and make it crow. One night, some boys had a chicken roast and invited Old Joe. Bill came along later to do some fiddlin' and at the roast he kept sayin', 'Boy, that's the best chicken I ever ate.' Three days later, Bill was still goin' around town sayin', 'I wonder whatever happened to my Old Joe?'"
The laughter of Leo Tumbleson and Nate Pence floated out over Bentonville, as they stared northward. Toward the flour mill, the restaurant, and the hotel that existed, vividly and securely, in their minds.



02/24/2011

HARRIETT NAYLOR
P.O. BOX 173
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BENTONVILLE 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 Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

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 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.

You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.

You 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.

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have as lot 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.

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

If it is determined that a discontinuance of the BENTONVILLE Post Office should be pursued, a formal proposal will be posted in the BENTONVILLE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Walter Mace at (513) 684-5488.

Sincerely,
Andrew Glancy,
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Address

Name

P.O. Box 275	Billy Rigdon / Rita Wescott
3210 Cabin Creek Rd.	Charles Harmon
P.O. Box 256	Delores Allison
4117 Northampton Dr.	Don Young Ph.D.
P.O. Box 223	Elizabeth Wikoff
P.O. Box 236	Harriet Naylor
7785 State Route 41	Harriett Naylor
P.O. Box 173	Harriett Naylor
P.O. Box 236	Harriett Naylor
P.O. Box 277	Harriett Naylor
P.O. Box 157	Harry & Alvena Davenport
P.O. Box 266	Itha Jarvis
P.O. Box 256	Jackie Allison
7785 State Route 41	James Naylor
7785 State Route 41	James Naylor
P. O. Box 246	Jerry & Janice Jarvis
7785 State Route 41	Linda Naylor
7785 State Route 41	Linda Naylor
8739 US 52	Lisa Morrison
830 Eckmansville Rd.	Orville W. Leonard
P.O. Box 276	Rhonda Bailey
P.O. Box 243	Robert Welch
P.O. Box 263	Ronald Applegate
P.O. Box 286	Rusty & Glenda Rose
229 Roy Pence Rd	Ruth Pence
229 Roy Pence Rd.	Ruth Pence
223 Polk St.	Sandra Back
P.O. Box 223	Sandra Back
1330 Eagle Creek Rd.	Shirley Grooms
10835 State Route 41	Union Bentonville Church
P.O. Box 207	West Union Flower Shop
	William & Beulah Furnier

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the BENTONVILLE Post Office on 02/04/2011. Additionally, during the survey period, questionnaires were available at the BENTONVILLE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>60</u>
Favorable to proposal	<u>3</u>
Unfavorable to proposal	<u>35</u>
Expressing no opinion	<u>14</u>
Total questionnaires received	<u>29</u>

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customers expressed concern for those customers with disabilities.

Response:

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 administrative postmaster.

3. Concern (No Opinion):

No Concern

Response:

4. 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.

5. Concern (UnFavorable):

Customers expressed concern about having to erect a rural mailbox.

Response:

Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.

6. Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

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.

7. Concern (UnFavorable):

Customers expressed concern over the dependability of rural route service.

Response:

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.

8. Concern (UnFavorable):

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

9. Concern (UnFavorable):

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.

10. Concern (UnFavorable):

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.

11. Concern (UnFavorable):

Customers were concerned about mail security.

Response:

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.

12. Concern (UnFavorable):

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 CBUs. 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.

13. Concern (UnFavorable):

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 CBUs. 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.

14. Concern (UnFavorable):

No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customer expressed a concern about nonpostal services

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

2. Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

3. Concern (UnFavorable):

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

4. Concern (UnFavorable):

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville

non-exist locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. Concern (UnFavorable):

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

6. Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

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.

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.

Community Meeting Roster

Postal Service Representatives (Names and Titles):

Date: 2-17-11

Bob Redden Post Office Review Coordinator Time: 6:00 to 7:00 pm
Andrew Glancy Area 3 Manager of Operations

Total Number of Customers Present: 36 Place: Bentonville Burning Heat Camp

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
Danny R Bayless Sr.	P.O. Box 193 Bentonville	45105	937-779-0659
Brenda Bennington	P.O. Box 193 Bentonville	45105	937-779-0659
Beckenia Bolden	717 E South St West Union	45693	937-544-2526
Martha Jalle	1470 Lloyd Rd W. U	45693	937-544-2207
Elva Jalle	1470 Lloyd Rd W. U	45693	937-544-2207
Boulah Furnier	P.O. Box 207 Bentonville	45105	937-549-2432
Clara Lomax	416 Roy Pence Rd 4000	45693	937-544-3208
Ruth Pence	229 Roy Pence Rd W. U	45693	937-544-3003
Jewell Scott	110 Polk St. P.O. Box 225	45105	937-549-3018
Kenneth-Sandra Back	223 Polk St. Bentonville	45105	937-549-2571
Harry D. Alvina B. Davenport	784 55th St 41 Bentonville	45105	937-549-2193
Mr.-Mrs Robert Welch	99 Lewis St Bentonville	45105	937-549-223
Jackie Allison	170 New Market 256 Bentonville	45105	937-549-1809
Delon Allison			
Charles Harmon	3210 Cabin Creek Rd. ^{manchester, miss}	75144	937-349-3881
Tusty Rose	84 Polk St Bentonville	45105	937-549-2361
Shirley Rose	84 Polk St Bentonville	45105	937-549-2361
Myrtle Satterfield	9598 St. Rt. 41 West Union	45693	937-549-5200
John A. Naylor	8510 Farmington Rd. OH ^{Greenwood, Ohio}	45327	937-256-0149
James Naylor	307 East 8th St Manchester	45144	937-549-3735
James Naylor	7785 St Bentonville	45105	937-549-3360

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):
Why does the Postal Service sell passport pocketbooks?
Response:
To help bring in additional revenue.
2. Concern (UnFavorable):
Receives mail from West Union carrier but mails letters at Bentonville because of the amount extra days it takes for letters to get to destination if carrier picks up mail.
Response:
The mail picked up by carrier from West Union is processed out of the Columbus District due to Bentonville being on the border of the Cincinnati and Columbus Districts. The mail still should reach its destination on time. Will notify the West Union office with the issue of mail being delayed that is picked up by the carrier.
3. Concern (UnFavorable):
Why doesn't the Postal Service just concentrate on mail delivery and stop trying to be a retail store selling items that nobody wants.
Response:
The postal service offers items that also help promote the customers to use the post office for other needs in their business and personal daily needs.
4. 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.
5. Concern (UnFavorable):
Customer expressed a concern that additional miles for rural delivery would also be costly
Response:
Only 2 additional miles would be added to the rural route that delivers the current area. The total additional cost for the miles and added delivery would only be around 1,500.00 dollars
6. Concern (UnFavorable):
What is the total cost savings of closing this office.
Response:
That total savings are still being gathered and will be entered into the docket for review.
7. Concern (UnFavorable):
Concerned about having to drive to West Union to buy stamps
Response:
Rural carriers can provide stamps.
8. Concern (UnFavorable):
Who owns the Post Office
Response:
The Post Office is a Government run entity.
9. Concern (UnFavorable):
This post office has a lot of history.
Response:
The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service
10. Concern (UnFavorable):
Concern about rural box placement for safety
Response:

Customer will contact the Manchester Post Office about location of mail boxes and possible CBU instillation

Concern (UnFavorable):

11. Customer brought letters to meeting that only had 5 cents on the letter to mail. Wanted to know why they didn't pay 44 cents. That is why we are losing money.

Response:

The letter had a 5 cent stamp but the mail paid additional fees when the letters were mailed. They have a BMEU account that they pay a yearly fee and pay additional money based on the type of mailing.

12. Concern (UnFavorable):
what if we receive packages that need to be signed for.

Response:

The rural carrier would be brought to your door for signature.

13. Concern (UnFavorable):
Concerned that having a rural carrier delivery their mail would also be costly

Response:

The rural carrier would only be adding 15 stops and about 2 miles to their current line of travel

14. Concern (UnFavorable):
How would we save money when the truck drivers go to Manchester then to Bentonville

Response:

The route is run by a subcontractor and the Bentonville stop would be canceled. This would be a savings

15. Concern (UnFavorable):
Concern about lost or stolen mail

Response:

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.

16. Concern (UnFavorable):
Customers stated that they have had 47 to 48 years of great postal service

Response:

The review is no reflection of the service provided by the Bentonville Office.

17. Concern (UnFavorable):
Concerned about mail boxes being knocked down

Response:

Unfortunately this happens. When you install your box call your local postmaster for help to locate a place to put your box that may help protect it from being knocked down.

18. Concern (UnFavorable):
Customers concerned that decision to close has already been made.

Response:

No. This is just a review of the office and the decision to close isn't made at a local level.

19. Concern (UnFavorable):
Customer concerned about the amount of extra truck runs going to office just to pick up a very minor amount of mail. (retired truck driver)

Response:

All areas in the postal service are being looked at for ways to cut cost.

20. Concern (UnFavorable):
Why does the post office accept bad checks.

Response:

The post office doesn't accept bad checks. People write bad checks when they buy products. When the bank notifies the Post Office the check is bad is when we know it's bad. When a bad check is received the postal service has a list of bad checks received and the checks are added to the list for postal employees to watch for and no longer accept checks from that customer.

21. Concern (UnFavorable):
Why accept checks?

Response:

Checks are a way that customers can pay for the items they need and not all checks are bad. Every company incurs these types of issues.

22. Concern (UnFavorable):
Why do billion dollar companies pay less for mailing letters? Why not 44 cents

Response:

They have permit accounts that allow them to mail at a reduced rate. The mail has to be inspected and meet the mailing standards designed to make the mail machine able to reduce processing cost.

Nonpostal Concerns

1. Concern (UnFavorable):
Customer offered to work Post office for free for a year.
Response:
Thanked customer but explained that wouldn't be possible.
2. Concern (UnFavorable):
Customer upset that only one person from the Postal Service attended the funeral of the postmaster. She had been honored as the oldest postal employee and the oldest postmaster.
Response:
Couldn't respond to why people never attended funeral. Sorry
3. Concern (UnFavorable):
Concerned why the Post Office would close this office when the employees at this office are very helpful.
Response:
The review of this office is no reflection on the performance of the employees at the Bentonville Office.



03/02/2011

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.

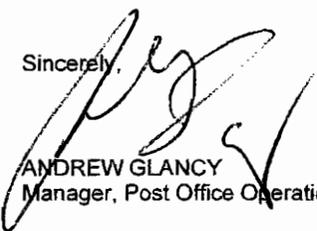
N/A

If you would like an opportunity to discuss alternatives with us, a postal representative will be at on 02/17/2011 from to to answer questions and provide information about our service.

If you have any questions, you may contact Bob Redden at (513) 684-5454.

Thank you for your assistance.

Sincerely,



ANDREW GLANCY
Manager, Post Office Operations

Gov Governor Kasich,

DOCKET# 1354701
ITEM# 27
PAGE# 1

Petition to keep the Bentonville, Ohio Post Office open and recognize it as a historical site.

The office is where Mrs. Verna Naylor served as postmaster from 1968 until her death in July of 2010. She resumed charge of the post office upon the death of her husband Mr. Harry Naylor, also Bentonville's postmaster from 1948-1968.

Mrs. Verna Naylor was honored as being the Oldest Postmaster in the United States, and a few days before her death also received the honor of being named the Oldest Postal Employee in the U.S.

Name	Address	City, State
Ruth F. Pence	229 Roy Pence Road	W. Union, OH 45693
Berenis Baldwin	715 E. South St.	West Union, OH 45693
Elizabeth Wakefield	P.O. Box 223	Bentonville, OH 45105
Etha Jarnes	P.O. Box 266	Bentonville, OH 45105
VONNA MAROIS	7276 ST Rt 41	Manchester 45144
Bethany Humphrey	5479 Coogie Creek rd.	West Union OH, 45693
Harold D. Davenport	Box 157-7845	Bentonville, Ohio 45105
Roadie S. Smith	932 Old Cincinnati Pike	West Union, OH 45693
Vernon Sawley	932 Old Cincinnati Pike	West Union OH 45693
Jimmy Kellert	7333 St. Rt. 41	Manchester OH 45144
Jewell Smith	PO Box 225	Bentonville OH 45105
Ann Carlson	3106 Calcutt Creek Rd.	Manchester, OH 45144
Elmer Hansen	307 East 8th St.	Manchester Ohio 45144
John P. Dieringer	P.O. Box 176	Bentonville, Ohio 45105
Richard Seisinger	1351 Briar Ridge Road	West Union ^{OH} 45693
May Angelbeck	P.O. Box 183	Bentonville OH 45105
William W. Athey	87 BRIAR RIDGE	WEST UNION OH 45693
Betty Dearley	87 BRIAR RIDGE	WEST UNION OH 45693
Betty Ray		

Name	Address	City, State
Darryl B. Barber	PO Box 193	Bentonville Ohio
Brenda Bennington	PO Box 193	Bentonville Ohio
John Gray	2558 Jackson Dr. Bentonville, AR 72815	
Jacky Allison	PO Box 251 Bentonville, OH 45105	
Charles Harmon	3210 Cabin Creek Rd. Mandeville, LA 70471	
Edna Satterfield	9598 St. Rt. 41 West Union, OH 45293	
Lynn Gallard	7383 St Rt 47 Manchester, OH 45293	
Geneva Pollock	7383 St Rt 47 Manchester, OH 45293	
Berge Bayless	99 Polk St Bentonville, OH 45105	
Emma Braker	7730 St Rt 41 Bentonville, OH 45105	
Russell Braker	7730 St Rt 41 Bentonville, OH 45105	
Linda Sue Veifon	7785 St Rt 41 Bentonville, Ohio 45105	

DISTRICT MANAGER
CINCINNATI DISTRICT



June 20, 2011

The Honorable Sherrod Brown
US Senate
1301 E 9th St, Ste 1710
Cleveland, OH 44114-1869

Dear Senator Brown:

This is in response to your June 14 letter regarding your constituent, Ms. Linda Sue Naylor, and her concerns with the Bentonville, OH Post Office.

Since 2009, the Postal Service has conducted studies to improve efficiencies and to make sure our processing and delivery facilities are as streamlined as possible to better align our facility network to match today's community activity and usage. Given the extraordinary decline in mail volume – 43.1 billion pieces in the past five years – the current USPS financial landscape underscores the necessity for the organization to conduct comprehensive evaluations of our operations nationwide. Postmaster General and CEO Patrick R. Donahoe addressed a Senate subcommittee on May 17 saying that despite significant cost cutting and revenue generation, the Postal Service finds itself in dire financial straits.

The USPS financial report for just one month, May 2011, indicates we have incurred a deficit of \$1.3 billion compared to plan. Delivery points continue to increase by 1.4 to 2 million addresses each year while the actual volume of mail we deliver continues to decrease. We face a growing gap between declining volume and increasing costs such as fuel, building upkeep, utility expenses, etc. The Postal Service ended the second quarter of fiscal year 2011 (January 1 to March 31) with a net loss of \$2.2 billion compared to a net loss of \$1.6 billion for the same period last year. PMG Donahoe states despite significant cost reductions and initiatives to grow revenue, financial projections indicate the Postal Service will have a cash shortfall and will have reached its statutory borrowing limit by the end of the fiscal year – absent substantial legislative change, the USPS will potentially be forced to default on payments to the federal government.

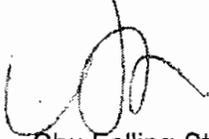
All rural carriers can provide customers with PS Form 3227R (Stamp Stock Purchase). Customers mark their stamp selection on the form and enclose a check, money order or cash, place it in their mailbox and simply raise flag. A trip to the Post Office can be skipped altogether and customers can purchase stamps and shipping labels online using the Postal Service's website, usps.com. Customers can also request free package pickup at usps.com. The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1.800.STAMP 24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

DOCKET# 1354701
ITEM# 28
PAGE# 2

- 2 -

Your time is valuable and your comments are appreciated. As you are aware, the Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. Nothing would please us more than to have businesses and customers increase their use of USPS products and services to avoid future office closures. Regardless, we have an unwavering commitment to providing effective service at affordable prices. Please know we are working diligently to ensure our service standards for all classes of mail are met for Bentonville residents and businesses – now and in the future.

Sincerely,



Chu Falling Star
District Manager
Cincinnati District

SHERROD BROWN
OHIO

COMMITTEES
AGRICULTURE, NUTRITION,
AND FORESTRY
APPROPRIATIONS
BANKING, HOUSING,
AND URBAN AFFAIRS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

United States Senate

WASHINGTON, DC 20510

June 14, 2011

DOCKET# 1354701
ITEM# 2B
PAGE# 3

Ms. Chu Falling Star
Cincinnati District Manager
United States Postal Service
1591 Dalton Avenue
Cincinnati, Ohio 45234

Dear Ms. Falling Star:

Enclosed please find correspondence from Linda Sue Naylor and a petition from my constituents.

Ms. Naylor and the petitioners wrote Governor Kasich regarding the closure of the Bentonville Post Office and their correspondence and petition were forwarded to me for review.

While I understand the difficult financial situation the Postal Service is facing, I am concerned when the closure of any small or rural Post Office may negatively affect the local economy, hurts the community, and may lead to a degradation in the level of service being provided to my constituents.

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,



Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: Linda Sue Naylor

Bentonville, Ohio
May 27, 2011

Governor John Kasich
77 S. High Street, 30th Floor
Columbus, Ohio 43215

Office of the Governor
RECEIVED

MAY 31 2011

Governor John R. Kasich

Dear Governor Kasich,

The Bentonville Post Office is in danger of being closed by the United States Postal System. The office is known for its historical significance of having had the late Mrs. Verna Naylor as its Postmaster. Mrs. Naylor had received the honor of being the Oldest Postmaster in the United States in 2007. In late June 2010, Mrs. Naylor also received the honor of being the Oldest Postal Employee in the United States. She passed away on July 6, 2010.

Mrs. Naylor assumed the duties of Postmaster in Bentonville in 1968, after the death of her husband Harry Naylor. The Post Office has been located in the basement of the Naylor home since 1948. Presently, James Naylor is serving as PMR.

No action was taken concerning the closing of the Post Office until the first week of January 2011. At that time, a two week survey was conducted concerning mail received, dispatched, and money transactions at the Post Office. It was very evident that this survey was designed to favor the postal system's decision to close post offices. It contained questions such as how often do you purchase stamps? daily --weekly--monthly--etc. No reference was made concerning the amount. Little did the people know that these questions would be used to substantiate their support on closing a post office. (Ex. A stamp sale did not reflect on the amount purchased, thus a \$44.00 sale equaled to one transaction per day).

On Feb.17, Mr. Redden and Mr. Glancy, Cincinnati Postal District Representatives, held a town meeting and residents and postal customers were allowed to write comments in favor of keeping the Post Office open. On March 21, James Naylor, PMR received notice of the proposal to close the post office with a posting to last 60 days. Two important issues were mentioned. One stated that a rural route would provide better service to the residents. **This is not true.** Bentonville residents receive mail early in the morning and a letter can be sent out that evening. This is not true with a rural route. The postal representative also suggested putting money in the mail box so that the route carrier could conduct the customers' business such as buying stamps. A representative from the Attorney General's office was present at the Adams County Senior Citizens Day event a couple of week ago and cautioned everyone about the dangers of putting money in a rural route mail box. Why would the USPS encourage a practice that is discouraged by the Attorney General's office?

The other issue referred to the amount of money being saved. The closing proposal stated that a complete financial summary hadn't been completed, but that the \$1500.00 per year rent money could be used to fund the proposed route. It also stated that James would lose his job. Considering this fact, does it mean that the Manchester employees will be doing all of the extra work for free? Someone will still have to sort, deliver, and perform the necessary duties required each day. Again residents were permitted to write comments concerning the closing of the Post Office.

I am asking you to please conduct an investigation and also introduce legislation blocking the closing of the small offices. This is the trend of the United States Postal System all across the United States. The USPS is losing billions of dollars, and it has been stated that the closing of the offices will not save them from their financial crisis.

The small post offices are a very important part of the community, and the Bentonville Post Office is an important part of history. Once again please block any further action from being taken by the USPS to close small post offices. Please request that the USPS research all avenues in order to find a solution to their problems. The small offices did not create the problems, and people in small rural communities should not have to suffer because of another's actions.

I am enclosing a petition that was started at a May 12 open town meeting in favor of keeping the Bentonville Post Office open. The residents of the town will gladly solicit more signatures if necessary. Time is running out. Another decision will be made shortly concerning the Bentonville Post Office. We need your help and support.

Thank you very much. If you have any questions concerning this matter, please call me at 1-937-549-3360.

Sincerely,

Linda Sue Naylor

Linda Sue Naylor
7785 State Route 41
Bentonville, Ohio 45105

Enclosure:
Petition to keep the Bentonville Post Office open



JOHN R. KASICH
GOVERNOR

June 3, 2011

Ms. Linda Sue Naylor
7785 State Route 41
Bentonville, OH 45105

Dear Ms. Naylor:

Thank you for your letter regarding your concerns about the Bentonville Post Office. I am always interested in hearing the concerns of my fellow Ohioans.

The potential closing of a United States Post Office mentioned in your letter is an issue that needs to be reviewed by the federal government. As Governor of Ohio, I cannot directly affect this issue. I have forwarded your letter to the offices of Senators Portman and Brown and have asked that they review your concerns. You should be hearing from their offices in the near future. You may contact them directly at:

Senator Rob Portman
37 West Broad Street
Suite 300
Columbus, OH 43215
(800) 205-6446

Senator Sherrod Brown
1301 East Ninth Street
Suite 1710
Cleveland, OH 44114-1817
(888) 896-6446

I also encourage you to contact your U.S. Representative. Again, thank you for writing, please feel free to contact this office in the future with any concerns you may have.

Sincerely,

John R. Kasich
Governor

cc: Senator Portman
~~Senator Brown~~
JRK/tje

DISTRICT MANAGER
CINCINNATI DISTRICT



DOCKET# 1354701
ITEM# 28
PAGE# 7

June 20, 2011

The Honorable Rob Portman
US Senate
37 W Broad St, Ste 300
Columbus, OH 43215-4180

Dear Senator Portman:

This is in response to your June 15 letter regarding your constituent, Ms. Linda Sue Naylor, and her concerns with the Bentonville, OH Post Office.

Since 2009, the Postal Service has conducted studies to improve efficiencies and to make sure our processing and delivery facilities are as streamlined as possible to better align our facility network to match today's community activity and usage. Given the extraordinary decline in mail volume – 43.1 billion pieces in the past five years – the current USPS financial landscape underscores the necessity for the organization to conduct comprehensive evaluations of our operations nationwide. Postmaster General and CEO Patrick R. Donahoe addressed a Senate subcommittee on May 17 saying that despite significant cost cutting and revenue generation, the Postal Service finds itself in dire financial straits.

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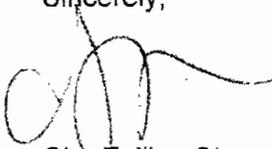
All rural carriers can provide customers with PS Form 3227R (Stamp Stock Purchase). Customers mark their stamp selection on the form and enclose a check, money order or cash, place it in their mailbox and simply raise flag. A trip to the Post Office can be skipped altogether and customers can purchase stamps and shipping labels online using the Postal Service's website, usps.com. Customers can also request free package pickup at usps.com. The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service. Postage stamps can also be purchased at 1.800.STAMP 24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

DOCKET# 1354701
ITEM# 28
PAGE# 8

- 2 -

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Sincerely,



Chu-Falling Star
District Manager
Cincinnati District

ROB PORTMAN
OHIO

DOCKET# 1354701
ITEM# 28
PAGE# 9

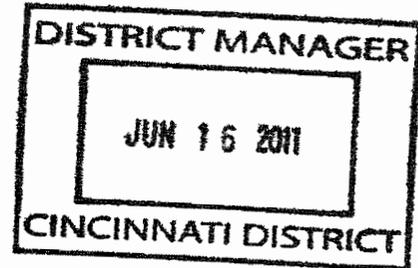
COMMITTEES
ARMED SERVICES
BUDGET
ENERGY AND
NATURAL RESOURCES
HOMELAND SECURITY
AND GOVERNMENTAL AFFAIRS

United States Senate

WASHINGTON, DC 20510

June 15, 2011

Chu Falling Star
Cincinnati District Manager
U.S. Postal Service
1591 Dalton Ave
Cincinnati, OH 45234-9990



Dear Chu,

I am enclosing the correspondence that I received from a constituent, Linda Sue Naylor who is requesting my assistance with the USPS.

I would appreciate your reviewing this information, and responding to my Casework Office located at 37 W. Broad Street, Suite 300, Columbus, OH 43215. at your earliest convenience.

If you need additional information, please do not hesitate to contact my office at (614) 469-6774.

Sincerely,

Rob Portman
U.S. Senator

Bentonville, Ohio
May 27, 2011

Attorney General Mike DeWine
30 E. Broad St., 17th Floor
Columbus, Ohio 43215

Dear Attorney General DeWine,

The Bentonville Post Office is in danger of being closed by the United States Postal System. The office is known for its historical significance of having had the late Mrs. Verna Naylor as its Postmaster. Mrs. Naylor had received the honor of being the Oldest Postmaster in the United States in 2007. In late June 2010, Mrs. Naylor also received the honor of being the Oldest Postal Employee in the United States. She passed away on July 6, 2010.

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Thank you very much. If you have any questions concerning this matter, please call me at 1-937-549-3360.

Sincerely,



Linda Sue Naylor
7785 State Route 41
Bentonville, Ohio 45105

Enclosure:
Petition to keep the Bentonville Post Office open

Section IV

Economic Savings

✓

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	\$ <u>25,584</u>
Fringe benefits 33.5%	\$ <u>8,571</u>
Rental costs, excluding utilities	\$ <u>1,500</u>
Total annual costs	\$ <u>35,655</u>
Less estimated cost of replacement service	- <u>1,521</u>
Total annual savings	\$ <u>34,134</u>

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

✓

Is postmaster salary based on the minimum salary without COLA?

✓

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

✓

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

✓

List other factors as appropriate.

✓

Other factors when replacement service is a CPO.

Section VI

Summary

✓

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

Section VII

Notices

✓

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

Checklist Completed By: Bob Redden Date: 3-9-11
Investigative Coordinator

Reviewed and Certified By: Bob Redden Date: 3-9-11
District PO Review Coordinator



03/09/2011

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 BENTONVILLE Post Office
Docket No. 1354701

This is to advise you that on 03/21/2011, I will post for public comment a proposal to close the BENTONVILLE Post Office in Adams, Congressional District No. Oh-02.

If you have any questions, please call BOB REDDEN District Review Coordinator at (513) 684-5454.

A handwritten signature in black ink, appearing to read "Chu Faling Star".

CHU FALLING STAR
District Manager
CINCINNATI PFC District

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

Enclosures: PS Form 4920
Proposal



03/16/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
BENTONVILLE Proposal
Docket No. 1354701 - 45105

Please post the enclosed proposal to close the BENTONVILLE Post Office in the lobby. The proposal must be posted in a prominent place from 03/21/2011 through close of business on 05/22/2011. 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 (513) 684-5454.

A handwritten signature in cursive script that reads "Bob Redden".

BOB REDDEN
Post Office Review Coordinator
CINCINNATI PFC District

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

Date of Posting: 03/21/2011

Date of Removal: 05/22/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Bentonville Post Office:

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

During the 60-day posting period from 03/21/2011 through 05/22/2011 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 Bentonville Post Office and Manchester 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:

BOB REDDEN
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

For more information, you may call BOB REDDEN at (513) 684-5454 or write to the above address.

Thank you for your assistance.



ANDREW GLANCY
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

DOCKET NO. 1354701
ITEM# 33
PAGES 1

Date of Posting: 03/21/2011

Posting Round Date:

Date of Removal: 05/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354701 - 45105

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster position became vacant when the postmaster passed away on July 06, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.

The Bentonville Post Office, an EAS-55 level, provides service from 6:30 - 9 am- 1:30 - 5pm Monday - Friday , 6:30 - 9 am- 1:30 - 5pm Saturday and lobby hours of 6:30 - 9 am- 1:30 - 5pm on Monday - Friday and 6:30 - 9 am- 1:30 - 5pm on Saturday to 28 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 four transaction(s) accounting for three 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: \$4,996 (13 revenue units) in FY 2008; \$4,950 (13 revenue units) in FY 2009; and \$4,237 (11 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 17, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 36 customer(s) attended the meeting.

On February 04, 2011, 60 questionnaires were distributed to delivery customers of the Bentonville Post Office. Questionnaires were also available over the counter for retail customers at the Bentonville Post Office. 29 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 35 unfavorable, and 14 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Manchester Post Office, an EAS-18 level office. Window service hours at the Manchester Post Office are from 08:30 17:00, Monday through Friday, and 08:30 12:00 on Saturday. There are 181 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:** 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.
2. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.
3. **Concern:** Customers expressed concern for those customers with disabilities.

Response: 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 administrative postmaster.
4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service.

Response:

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.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **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.

8. **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.

9. **Concern:**

Customers were concerned about mail security.

Response:

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.

10. **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 CBUs. 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.

11. **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 CBUs. 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.

12. **Concern:**

Customer expressed a concern about mailbox vandalism.

Response:

This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

13. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

For carrier pick up of packages, you can contact the adminoffice 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 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.

14. **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.

15. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

16. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters 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.

17. **Concern:**

Customer expressed concern about collection of outgoing mail.

Response:

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.

18. **Concern:**

Customers expressed a concern about irregular hours that the rural route serves the community.

Response:

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

19. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

20. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

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 administrative postmaster.

21. **Concern:**

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

22. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

23. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

24. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Bentonville 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.

25. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

26. **Concern:**

Customers were concerned about loss of employment in the community.

- Response:** The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.
27. **Concern:** Customers were concerned about the mailboxes being damaged.
- Response:** Customer expressed a concern about the mailboxes being damaged. Please contact the adminoffice postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.
28. **Concern:** Concern about lost or stolen mail
- Response:** 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.
29. **Concern:** Concern about rural box placement for safety
- Response:** Customer will contact the Manchester Post Office about location of mail boxes and possible CBU installation
30. **Concern:** Concerned about having to drive to West Union to buy stamps
- Response:** Rural carriers can provide stamps.
31. **Concern:** Concerned about mail boxes being knocked down
- Response:** Unfortunately this happens. When you install your box call your local postmaster for help to locate a place to put your box that may help protect it from being knocked down.
32. **Concern:** Concerned that having a rural carrier delivery their mail would also be costly
- Response:** The rural carrier would only be adding 15 stops and about 2 miles to their current line of travel
33. **Concern:** Customer brought letters to meeting that only had 5 cents on the letter to mail. Wanted to know why they didn't pay 44 cents. That is why we are losing money.
- Response:** The letter had a 5 cent stamp but the mail paid additional fees when the letters were mailed. They have a BMEU account that they pay a yearly fee and pay additional money based on the type of mailing.
34. **Concern:** Customer concerned about the amount of extra truck runs going to office just to pick up a very minor amount of mail. (retired truck driver)
- Response:** All areas in the postal service are being looked at for ways to cut cost.
35. **Concern:** Customer expressed a concern that additional miles for rural delivery would also be costly
- Response:** Only 2 additional miles would be added to the rural route that delivers the current area. The total additional cost for the miles and added delivery would only be around 1,500.00 dollars
36. **Concern:** Customers concerned that decision to close has already been made.
- Response:** No. This is just a review of the office and the decision to close isn't made at a local level.
37. **Concern:** Customers stated that they have had 47 to 48 years of great postal service
- Response:** The review is no reflection of the service provided by the Bentonville Office.
38. **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.

39. **Concern:** How would we save money when the truck drivers go to Manchester then to Bentonville

Response: The route is run by a subcontractor and the Bentonville stop would be canceled. This would be a savings

40. **Concern:** Receives mail from West Union carrier but mails letters at Bentonville because of the amount extra days it takes for letters to get to destination if carrier picks up mail.

Response: The mail picked up by carrier from West Union is processed out of the Columbus District due to Bentonville being on the border of the Cincinnati and Columbus Districts. The mail still should reach its destination on time. Will notify the West Union office with the issue of mail being delayed that is picked up by the carrier.

41. **Concern:** This post office has alot of history.

Response: The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service

42. **Concern:** what if we receive packages that need to be signed for.

Response: The rural carrier would be brought to your door for signature.

43. **Concern:** What is the total cost savings of closing this office.

Response: That total savings are still being gathered and will be entered into the docket for review.

44. **Concern:** Who owns the Post Office

Response: The Post Office is a Government run entity.

45. **Concern:** Why accept checks?

Response: Checks are a way that customers can pay for the items they need and not all checks are bad. Every company incurs these types of issues .

46. **Concern:** Why do billion dollar companies pay less for mailing letters? Why not 44 cents

Response: They have permit accounts that allow them to mail at a reduced rate. The mail has to be inspected and meet the mailing standards designed to make the mail machine able to reduce processing cost.

47. **Concern:** Why does the post office accept bad checks.

Response: The post office doesn't accept bad checks. People write bad checks when they buy products. When the bank notifies the Post Office the check is bad is when we know it's bad. When a bad check is received the postal service has a list of bad checks received and the checks are added to the list for postal employees to watch for and no longer accept checks from that customer.

48. **Concern:** Why does the Postal Service sell passport pocketbooks?

Response:

To help bring in additional revenue.

49. **Concern:**

Why doesn't the Postal Service just concentrate on mail delivery and stop trying to be a retail store selling items that nobody wants.

Response:

The postal service offers items that also help promote the customers to use the post office for other needs in thier business and personal daily needs.

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. However in order to ensure regular and effective service, the zip code will change to 45144.
4. A change in your PO Box Fees may be a result of this proposal.

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

Bentonville is an unincorporated community located in Adams County. The community is administered politically by Adams County. Police protection is provided by the Adams County. Fire protection is provided by the Manchester. The community is comprised of The community is mainly farming, retirees and self employed residents., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Bentonville Anti Horse Thief Society Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church, O A P S E Rusty Nail Construction . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bentonville Post Office will be available at the Manchester Post Office. Government forms normally provided by the Post Office will also be available at the Manchester 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: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
2. **Concern:** Customer expressed a concern about nonpostal services.
Response: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
3. **Concern:** Customer expressed a concern about the history of the Bentonville Post Office.
Response: The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way

residents are served by the Postal Service.

4. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

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.

6. **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.

7. **Concern:**

Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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.

8. **Concern:**

Customers expressed a concern about the loss of a gathering place and information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

9. **Concern:**

Customers expressed concern for loss of community identity.

Response:

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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

10. **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.

11. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

12. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

7. **Concern:** Concerned why the Post Office would close this office when the employees at this office are very helpful.

Response: The review of this office is no reflection on the performance of the employees at the Bentonville Office.

8. **Concern:** Customer offered to work Post office for free for a year.

Response: Thanked customer but explained that wouldn't be possible.

9. **Concern:** Customer upset that only one person from the Postal Service attended the funeral of the postmaster. She had been honored as the oldest postal employee and the oldest postmaster.

Response: Couldn't respond to why people never attended funeral. Sorry

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 position became vacant when the postmaster passed away on July 06, 2010. 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 \$ 34,134 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 25,584
Fringe Benefits @ 33.5%	\$ 8,571
Annual Lease Costs	<u>+ \$ 1,500</u>
Total Annual Costs	\$ 35,655
Less Annual Cost of Replacement Service	<u>- \$ 1,521</u>
Total Annual Savings	<u>\$ 34,134</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster passed away on July 06, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bentonville Post Office provided delivery and retail service to 28 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. There are no permit mailers or postage meter customers.

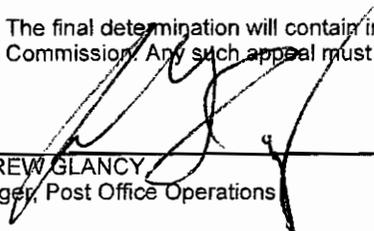
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$34,134 annually. A disadvantage 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 Bentonville Post Office and Manchester 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.



ANDREW GLANCY
Manager, Post Office Operations

03/21/2011

Date



03/16/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/22/2011 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,

A handwritten signature in cursive script that reads "Bob Redden".

BOB REDDEN
Post Office Review Coordinator
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990



A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
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: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 06/16/2011
Fax No: (513) 684-5749

DOCKET# 1354701
ITEM# 36
PAGE# 1A

Date of Posting: 03/21/2011

Date of Removal: 05/22/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE BENTONVILLE, OH POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE



To the customers of the BENTONVILLE Post Office:

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

During the 60-day posting period from 03/21/2011 through 05/22/2011 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 BENTONVILLE PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

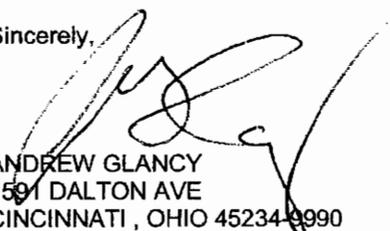
Please return the comment form to:

Bob Redden
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

For more information, you may call BOB REDDEN at (513) 684-5454 or write to the above address.

Thank you for your assistance.

Sincerely,



ANDREW GLANCY
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

DOCKET# 1354701

ITEM# 36

PAGE# 13

Date of Posting: 03/21/2011



Date of Removal: 05/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354701 - 45105

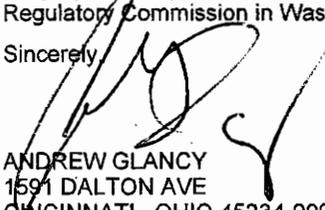
**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 03/16/2011

Postal Customers of the Bentonville Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Bentonville Post Office, which was posted 03/21/2011 through 05/22/2011. 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 Bentonville Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,



ANDREW GLANCY
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

DOCKET# 1354701

ITEM# 38

PAGE# 1A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 on a fixed income, I cannot afford to travel to Manchester or West Union to get stamps to mail out my mail. Sometimes I am ill and I don't feel like going anyplace. Bentonville Post Office is very important to me + my family. If I'm unable to get there I know that my mail is safe at the Bentonville Post Office.

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

The Bentonville Post Office has been in our community for so long that it just would not be same. There are a lot of the people that live in Bentonville Ohio, use the Post office and I think everyone would have to agree that we would like to keep 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.

I don't live very far off Rt. 41, I'm afraid that it would be unuseful to put ~~up~~ up a mail box I have have people wreck in my yard, hit my trees.

Doana Tadlock
Robert Tadlock
John Snyder

Doana Tadlock
Robert Tadlock
John Snyder
Mary Ann Tadlock

MARY ANN TADLOCK

Name of Postal Customer

Signature of Postal Customer

PO, Box 183

Mailing Address

Bentonville Ohio 4515

City, State, and ZIP Code

5-19-11

Date

John TADLOCK
Barbara TADLOCK

John Tadlock
Barbara Tadlock



06/16/2011

MARY ANN TADLOCK
P.O.BOX 183
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

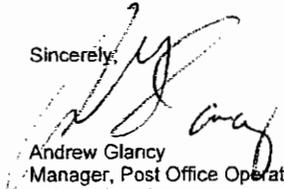
In response to your letter:

- 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.
- Customer expressed a concern about the mailboxes being damaged. Please contact the adminoffice postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.
- 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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 3B

PAGES 2A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 can see alot of unfavorable effects as I read the concerns and responses from the meeting (which I did attend) Why fix something when it is not broken! Saving money? or giving the people who keep the postal service going and the customers a reliable way to get their mail delivered and sent.

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

This Post Office has been here many, many years and Mrs. Taylor was a dedicated person to her duties as postmistress. This was not only a post office, but a place to chat with each other + other customers. This needs to be our day of still being neighbours in a fast pace world.

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.

Having the office in Bentonville has been very convenient to me as I live closer to Bentonville than West Union. I know if I take my mail to Bentonville will be going to Manchester.

Edna J. Satterful

Name of Postal Customer

Signature of Postal Customer

9598 ST. RT. 41

Mailing Address

West Union, Ohio 45693

City, State, and ZIP Code

5/20/11

Date



06/16/2011

EDNA SATTERFIELD

9598 ST. RT. 41
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

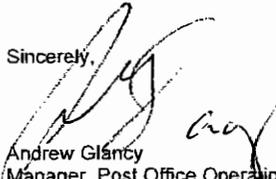
In response to your letter:

- 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 each day.
- Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
- 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.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 3B

PAGE# 3A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 in Bentonville the mail comes in the morning and letters can go out in the evening, which makes better than Rural mail route.

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

With Mail Boxes on the busy Highway the houses are close. It would be dangerous for mail drivers to stop along the road. It will be dangerous for person getting mail out of boxes.

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 will cost more money to have more people employed in Manchester. When are you saving more money by closing on P.O. in Bentonville?

Name of Postal Customer

WILBUR DEATLEY

Mailing Address

87 Bruner Ridge Rd West Union Ar 45693

City, State, and ZIP Code

Signature of Postal Customer

Wilbur Deatley

Date 5-19-11



06/16/2011

WILBUR DEATLEY
87 BRIER RIDGE RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

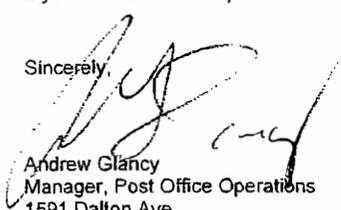
Thank you for taking the time to submit your comments to the proposal to close the Bentonville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
- Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 wish that the Post Office can be kept open the home town of Verna Noyt the oldest postmaster + employee of the United States. With gas prices it will be a hardship to go to another town to mail things

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

Please don't do away with our Post Office there are older persons whom can buy their stamps and mail their mail. One other thing it is a contact with people. The Postal person will know these older persons are still alive.

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.

These older folks won't be able to clean around their mail boxes. Who is going to do this snowy weather? Try getting some one to shovel snow some can't afford the cost.

Name of Postal Customer

Signature of Postal Customer

BETTY DEATLEY

Betty Deatley

Mailing Address

87 Briar Ridge Rd, West Union, Ohio 45693 5-19-11

City, State, and ZIP Code

Date



06/16/2011

BETTY DEATLEY

87 BRIER RIDGE RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

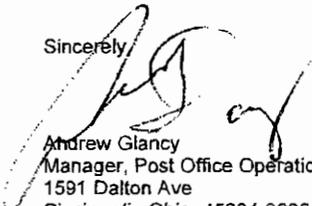
In response to your letter:

- Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- 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.
- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

First of all your local postal route driver has to deal with stamps 1 or 20, but it's pretty obvious you don't give a hoot what we, as locals, want. You are going to do as you please no matter what we want. We like our friendly service in a small town setting but you could care less no matter the last one way or the other. Let's observe you'll do as you please!!! So there! How about that!!!

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

you are going to put others out of work and we already have enough of that in our town.

- 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.

This is all a bunch of crap. It's impossible to cost less to put this work out to another post office. It's going to cost no matter how you look at it. We have our friendly, convenient service and one again you want to take that away from us. We as a friendly farm community and we don't accept change well!!! Get it!!!

Shirley R. Grooms

Shirley R. Grooms

Name of Postal Customer

Signature of Postal Customer

1330 Eagle Cr Rd.

Mailing Address

W. Union, Ohio 45693

City, State, and ZIP Code

5-19-11

Date



06/16/2011

SHIRLEY GROOMS
1330 EAGLE CREEK RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

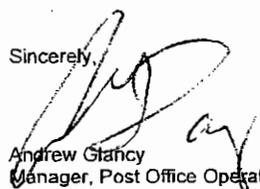
Thank you for taking the time to submit your comments to the proposal to close the Bentonville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.
- Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- 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.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Stancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 38

PAGE# 6A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 there is no P.O. there wont be a mail drop box.

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

If there is no drop box, we would have to drive 4 to 5 miles out of our way just to mail something.

- 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.

Should keep it open because it is the hometown of the late Verna Naylor, the oldest postal employee in the United States.

VONNA MAROIS
Name of Postal Customer

Vonna Marois
Signature of Postal Customer

7276 STRT 41
Mailing Address

Manchester OR 45144
City, State, and ZIP Code

5-16-11
Date



06/16/2011

VONNA MAROIS
7276 ST. RT. 41
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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:

- 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.
- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
ITEM# 3B
PAGE# 7A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Older people or disabled people not being able to go outside to mailbox or go to town.

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

Cost of going to town to get mail or buy stamps.

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.

Keep Bentonville Post Office open because it is the home town of the late Mrs. Yerna Naifer, oldest postmaster and oldest postal employee in the United States

Billy Rigdon / Rita Wescott Billy Rigdon / Rita Wescott
Name of Postal Customer Signature of Postal Customer

P.O. Box 275 Bentonville 78 Park St.
Mailing Address

Bentonville, Oh. 5-16-11
City, State, and ZIP Code Date



06/16/2011

BILLY RIGDON & RITA WESCOTT

P.O. BOX 275
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

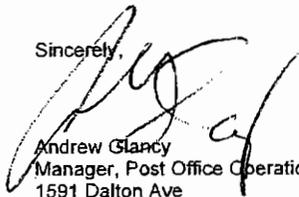
In response to your letter:

- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- 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.
- 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



06/16/2011

ERMA BRADFORD
P.O. BOX 196
BENTONVILLE, OH 45105

Dear Postal Service Customer:

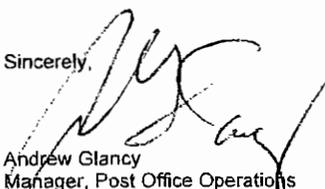
Thank you for taking the time to submit your comments to the proposal to close the Bentonville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- For carrier pick up of packages, you can contact the adminoffice 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 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.
- 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.
- 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 administrative postmaster.
- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1691 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 38

PAGE# 9A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 use the post office at Bentonville at least 3 or 4 times a week. If it is closed I will have to drive to Manchester or West Union. This is costly with the price of gas \$4.00 a gallon. I hope the office will be kept open.

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.

CHARLES HARMON

Name of Postal Customer

Charles Harmon

Signature of Postal Customer

3210 Cabin Creek Rd.

Mailing Address

Manchester, Ohio 45744

City, State, and ZIP Code

5-16-2011

Date



06/16/2011

CHARLES HARMON

3210 CABIN CREEK RD.
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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:

- 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 Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in black ink, appearing to read "AG", written over the word "Sincerely,".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 38

PAGE# 10A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

The post office in Bentonville is convenient when coming home from work.

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

It seems all the small friendly office is what is getting closed.

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 think it is sad to close Bentonville Post Office after the oldest postmaster and employee died. Would it be considered to close if she was living?

Martha Galle

Name of Postal Customer

Martha Galle

Signature of Postal Customer

1470 Boyd Rd

Mailing Address

West Union Ohio 45693

City, State, and ZIP Code

5-15-11

Date



06/16/2011

MARTHA ISLLE
1470 LLOYD RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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:

- The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati , Ohio, 45234-9990

DOCKET# 1354701
ITEM# 3B
PAGE# 11A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

The post office has been in Bentonville since I was in third grade (approximately 50 years ago). I have lived in or near Bentonville all those years. I use the post office frequently and feel that my services would be severely disrupted if it closes.

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

Every town needs their own post office. It helps unite the community. When businesses and jobs disappear, the people leave also. The history of the town would soon be forgotten.

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.

Bentonville could become a tourist attraction if there are people who are willing to help and not hinder the progress.

RICHARD L. SWINGER
Name of Postal Customer

Richard L Swinger
Signature of Postal Customer

1351 Brier Ridge Rd.
Mailing Address

West Union, Ohio 45693
City, State, and ZIP Code

MAY 16 2011
Date



06/16/2011

RICHARD L. SININGER
1351 BRIER RIDGE RD.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

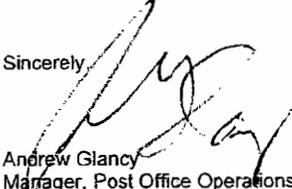
In response to your letter:

- 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 the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern for loss of community 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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
ITEM# 38
PAGE# 12A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 would have to spend money on gas to go buy stamps in (West Union or Manchester.)

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

My mail have come to Bentonville, Postal Office for 14 year and I have not had better service then the (Naylor). NO LOST MAIL AND Great 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.

Older people can not clean around there mail box in bad weather, and there mail would not be Delivers

George Bayless
Name of Postal Customer

George Bayless
Signature of Postal Customer

P.O. Box 185
Mailing Address

Bentonville, Oh, 45105
City, State, and ZIP Code

5-19-11
Date



06/16/2011

GEORGE BAYLESS
P.O. BOX 185
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 where 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.
- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

ITEM# 38

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Most of the people that live in Bentonville are older and unable to go out of town to get their mail every day which they are use to doing

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

I think the Bentonville post office should be kept open because it wouldnt cost any more to keep it as to pay someone else to bring the mail out of town where else to our 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.

Elizabeth Vickoff

Name of Postal Customer

Signature of Postal Customer

P.O. Box 223

Mailing Address

Bentonville, Ariz 45105

City, State, and ZIP Code

May 20-2011

Date



06/16/2011

ELIZABETH WIKOFF
P.O. BOX 223
BENTONVILLE, OH 45105

Dear Postal Service Customer:

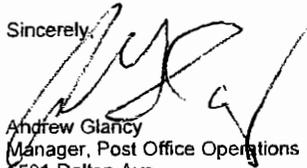
Thank you for taking the time to submit your comments to the proposal to close the Bentonville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

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 the economic savings of the proposed discontinuance. 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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

*They take the mail to the "House"
The people that are disable.*

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

The town lost the "STORE" so if they "LOST" the "POST OFFICE" it would kill the town.

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 mangment of the Postal Services put them were they are, so it is not going to help. I think you need "NEW" mangment.

RICHARD BLEVINS

Name of Postal Customer

Richard Blevins

Signature of Postal Customer

3525 OLD STATE RD.

Mailing Address

MANCHESTER OHIO 45144

City, State, and ZIP Code

5-20-11

Date



06/16/2011

RICHARD BLEVINS
3525 OLD STATE RD.
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 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 administrative postmaster.
- You expressed a concern for loss of community 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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.
- 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glacy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

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PAGE# 15A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Please don't close the Post Office because it close for me to get my mail.

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

I live on a fixed income and I don't have the money to buy gas because it is so high to go to another 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.

ITHA JARVIS

Name of Postal Customer

Itha Jarvis

Signature of Postal Customer

P.O. Box 266

Mailing Address

BENTONVILLE, Ohio 45105

City, State, and ZIP Code

5-23-11

Date



06/16/2011

ITHA JARVIS
P.O. BOX 266
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Keep Bentonville Post Office open because it is the home town of the late Mrs. Verna Naylor, oldest Postmaster and oldest postal employee in the United States.

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

Cost of going to town to get mail or stamps.

- 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.

Cost of paying employees at Manchester, while the Bentonville post office employees lose his or her job. Will Manchester employees get paid for all of the extra work, or will they get extra work added on to their jobs with out pay?

Bulah Furnier

Name of Postal Customer

Bulah Furnier

Signature of Postal Customer

42 Brier Ridge Rd, P.O. Box 207

Mailing Address

Bentonville, Ok, 45105

City, State, and ZIP Code

May 23, 2011

Date



06/16/2011

BEULAH FURMIER
P.O. BOX 207
BENTONVILLE, OH 45105

Dear Postal Service Customer:

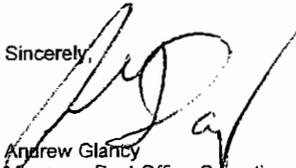
Thank you for taking the time to submit your comments to the proposal to close the Bentonville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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. 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.
- 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
ITEM# 38
PAGE# 17A

Optional Comment Form

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

- 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.

*Will be more problems getting stamped money order
I can now drop mail at the post office any time not
just once a day. What time of day will I get my mail?
checks laying in mail box may be stolen.*
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*Taking or post office out will down grade or
community. Plus it has been here for so many years
it is a historic site in Ohio. The Post office is a very
important part of or community. Don't close it in
the name of progress it is very important to Ohio*
- 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 cost is more to close than leave open progress
is not always the best way. People or more
important than progress.*

Jackie L Allison
Name of Postal Customer

JACKIE L ALLISON
Signature of Postal Customer

P.O. Box 256
Mailing Address

Bentonville Ohio 45105
City, State, and ZIP Code

5/20/11
Date



06/16/2011

JACKIE L. ALLISON
P.O. BOX 256
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

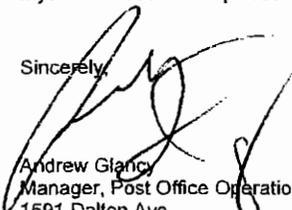
In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You expressed a concern for loss of community 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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.
- 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Document # 1354701

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Page # 18A

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 use the Bentonville Post office, because it is close to my house, and it saves me a trip to ~~Manchester~~ Manchester. also I get very good service at this location

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

It would be very handy for people who do not have transportation and the elderly

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 think they should take in consideration of the people who live here, the road we live on is very dangerous.

Name of Postal Customer

7383 St. Rt. 41

Geniva
Geniva Pallard
Signature of Postal Customer

Mailing Address

Manchester, OH 45144

City, State, and ZIP Code

5-20-11

Date



06/16/2011

GENIVA POLLARD
7383 ST. RT. 41
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

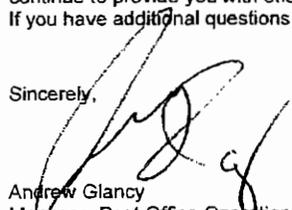
In response to your letter:

- 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 where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You 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 administrative postmaster.
- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Postal Customer Will not have better service with the post office open mail come in the morning got out that evening if mail come by rural carrier mail will arrive one day. wont get out until the next day to delayed 1 day
Concern keep the Bentonville P.O. open for historical purposes because Vernor Maylor was oldest postmaster and postal employee in the United State

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

Postal Customer Will not have better service with the post office open Will help everybody when need stamp I can walk to post office or get the I won't have to drive 4 to 5 mile to get them if you close it we will have to buy a mail box or put it some where to get my mail
Wast of going to town to get mail or buy stamps
We are old people and don't get around very good.

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.

Concern Customer Service is lack of interest of postal service to the needs of the community
I have concern mail security concern of citizens if we put a rural mail box some many boxes get mash up

Name of Postal Customer

Robert Welch

Signature of Postal Customer

Robert Welch

Mailing Address

P.O. Box 243 Bentonville Ohio 45105 5-13-2011

City, State, and ZIP Code

Date



06/16/2011

ROBERT WELCH
P.O. BOX 243
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- 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.
- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- 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 concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
- You 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.

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 Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in black ink, appearing to be "Bob Redden", written over a dotted line.

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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ITEM# 38
PAGE# 213

Optional Comment Form

*Following are comments I wish to make concerning the proposed discontinuance of the
Bentonville Post Office*

1. *Effect on Your Postal Services.*

If the Bentonville Post Office is closed, it will cause the mail to be delayed when paying bills and may cause our organization to pay late charges. The mail truck arrives early in the morning and brings mail, and a bill can be mailed out that same evening. This is not true with a rural route. Mail service will not be better.

2. *Effect on your Community.*

Bentonville is a very small town, but is famous or its historical Bentonville Anti-horse Thief Society. In 2007, Verna Naylor, was honored as being the Oldest Postmaster in the United States. Shortly before her death in July of 2010, Mrs. Naylor also received the honor of being the oldest Postal Employee in the United States. If the Bentonville Post office is closed, the town and the postal system will not receive any publicity of the fact. Also people may find other means of sending information rather than using the postal service because of your decision to close the office.

The post office serves many people. It's a great asset for the folks in town because of its convenience and service. People from other areas use the Post Office boxes for protection of their mail and important packages (such as checks and medicine). Some people from other towns even use this post office because of its security.

Customers can get their mail here and purchase stamps without having to worry about their money being stolen. The post office is close, so the residents don't have to spend money to go to another town and don't have to worry about the other offices being closed when they are there.

3. *Other Comments.*

The people of Bentonville work hard to keep their town alive and to be successful. The annual Bentonville Ant-horse thief Society Banquet and Bentonville Harvest Festival are very success events. New people are moving into town, and other people are

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starting businesses here. The town has no bars or liquor carry-outs which gives it a nice peaceful setting and makes it a drawing point. The money supposedly saved by closing the Bentonville Post Office will not solve the postal system's financial needs. What will happen in the future, when the small post offices are closed and you are still losing money? The executives of the postal system should be visiting the small towns and giving them support, rather than trying to destroy them.

I have worked for several different companies and am responsible for ways to save money. The decisions made by executives of higher rank many times, aren't always in the best interest of the companies. Many times it is for other reasons, sometimes personal.

Couldn't the money that is being spent on T. V. commercials telling everyone that the postal system doesn't charge a fuel surcharge, be more wisely spent? Who is paying for the T. V. and radio commercials? Is it the postal customers? The huge amount of money spent on this advertising could be used to keep the small post offices open and alive.

Please don't close the Bentonville Post Office. Look for other ways to solve your system's financial needs.



06/16/2011

RHONDA BAILEY
P.O. BOX 276
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

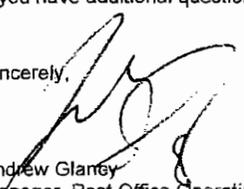
In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- 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. 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.
- 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 have had a Post office Box #176 in Bentonville since 1954 for 57 years and so would not want to see it closed. I have had a real good service for all those years and I think it would be a handicap for me if you closed it. I hope it stays open.

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

I think a lot of people in this community would be lost if the post office closed. It would be a handicap to get stamps and to mail letters every day.

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 think for as long as the Bentonville post office has been in this town every thing should be consider and studies before it is closed. I think it would help the community if the post office stays open.

JOHN P. SIMINGER

Name of Postal Customer

John P. Siminger

Signature of Postal Customer

P.O. Box 176

Mailing Address

Bentonville, Ohio - 45105

City, State, and ZIP Code

5/17/11

Date



06/16/2011

JOHN P. SININGER
P.O. BOX 176
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

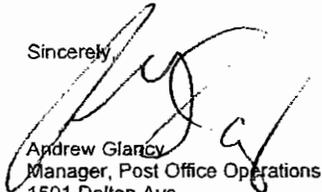
In response to your letter:

- 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 where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You 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.

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If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Driving out of our town to go to another Post Office just to make a transaction, with the gas situation is a hardship as it is.

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

No one would want to move to our community not having a post office in our town.

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.

Keep in mind this is a historical post office and had the longest living post master in the United States.

One reason I feel this post office has had hardship is because the last 20 yrs Manchester and West Union has delivered postal routes. I think people that live in Bentonville should of been required to use Bentonville Post office. How many other towns has there options to receive there mail?

Greg Haman
Name of Postal Customer

Greg Haman
Signature of Postal Customer

307 East St. Manchester
Mailing Address

Manchester, Ohio 45144
City, State, and ZIP Code

5/12/2011
Date



06/16/2011

GREG HANSON
307 EAST ST.
MANCHESTER, OH 45144

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

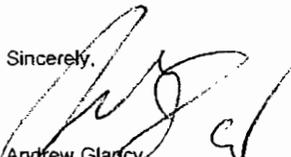
In response to your letter:

- 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 where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- 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 a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

A Small Post office offers friendly services closing Bentonville Post office would Delay The MAIL.

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

MANY Retired people are on a Fixed income Driving to MANCHESTER OR WEST UNION will put a hardship on them. Especially people with Disabilities

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.

Bentonville Post office HAS A Long Line OF History connected to it, NOT only having the oldest and more yrs HAS Post MASTER OF Bentonville Post office but being my second Home for over 30 yrs. I drove the mail TRUCK FROM cintz TO WAYS AND THEN TO Bentonville final destination.

MARION A. Sidwell
Name of Postal Customer

marion A. sidwell
Signature of Postal Customer

316 Center ST.
Mailing Address

Retired US-Mail Truck Driver

Ripley OH. 45167
City, State, and ZIP Code

5-21-11
Date

Bentonville Post office HAS A Long Line OF hometown charm and friendly service. To delay the mail is not good. To provide good service is and should be a priority of the postal service.



06/16/2011

MARION SIDWELL
316 CENTER ST.
RIPLEY, OH 45167

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

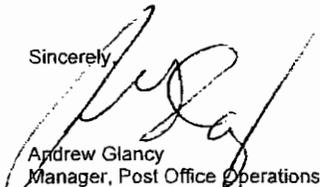
In response to your letter:

- 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 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 how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 Bentonville Post Office will be a big inconvenience to the many residents of the town, the people from other areas who use the service when wanting to get a letter to their destination quickly also use the Bentonville Post Office. All mail that is mailed at the Bentonville Post Office leaves on the truck each evening 5 o'clock. This is not necessarily the case at the Manchester & West Union Offices. You can depend on the Bentonville Office.

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

Bentonville has received a lot of publicity because Mrs. Verna Naylor was the oldest postmaster & also the oldest employee in the U.S. She was also a member of the Bentonville Anti-Horse Thief Society. This publicity has attracted people to the community. If the Post Office is closed, the U.S. Postal Service will receive negative publicity over the matter. People may seek other means of transacting business, rather than using the postal system, such as e-mail, e-cards, cell phones, 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.

I live in West Union, but volunteer to help the residents of Bentonville have the Annual Bentonville Harvest Festival. The small towns need businesses and activities to help keep them alive. What will the U.S. Postal System do when all of the small offices are closed and it still loses money? This will prove that the small offices were the problem, but it will be too late to save the small rural communities.

Berenice Baldwin
Name of Postal Customer

Berenice Baldwin
Signature of Postal Customer

717 E South St.
Mailing Address

West Union, Ohio 45693
City, State, and ZIP Code

5-19-11
Date

What would the Postal Service system in cities think of if the rural areas not important enough to have a Post Office? If the rural areas didn't raise crops - corn, potatoes, onions, cabbage, & animals for their meat-milk etc. How would they survive? So why shouldn't the small towns be allowed to keep their Post Office?



06/16/2011

BURENICE BALDWIN
717 E. SOUTH ST.
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 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 how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- 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 Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Glancy".

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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 believe it's really sad when so many things are being took away from us as Historical as the Bentonville Post Office it's been there so many years there the oldest employee in the United States it was such a treat to stop by and chat with her from time to time I believe if we hadn't went so modern our young people and the world wouldn't be so in debt.

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

If it closes I will have to drive about 11 miles to mail a letter now it's only 6 miles I have to go to West Union Post Office they have one employee I actually have prayed she wouldn't be working if I had to go there she's so hateful so I go to Bentonville 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.

When people put a letter in their mail box and put their flag up it tells the mail carrier there's a letter there but it also tells a thief it's there, there was some one that spoke from the

Attorney General's Office she was a woman she advised the elderly to take their letters to the Post office she spoke at the Senior Citizens Day at Adams Court FAIRGROUND

Name of Postal Customer

Rosalie D. Shively

Signature of Postal Customer

Rosalie D. Shively
Vernon Shively

Mailing Address

932 old Cincinnati pike

5-19-2011

City, State, and ZIP Code

Date

West Union, Ohio 45693

How can so many elderly people get to West Union or Manchester I never put money in the mail box then again you're showing thieves it's there with the flag up besides our own mail carrier said she would take the money and bring stamps next day. Years ago we were going to get us a new mail box so our mail never

From:

Rosalie Shively
932 old Cincinnati pike
West Union, Ohio
45693

My sister lives on Route 52 Stout, Ohio. She mailed her daughter a Birthday Card with \$50.00 in it I believe there is 3 houses no more between them her daughter never did receive her card or money my sister is on fixed income can't afford such a loss.

One day my husband and I were at the West Union Post Office believe you see we don't go there if we don't haft to some women came in from some where around Lynx Ohio she said either the Mail carrier was putting it in the wrong mail box or her neighbor was taking it she told that the neighbor had called before and said it was over there meaning at her home some how she had to get it because mail can't walk.

I hope you will read this and understand what it means to such trusting Postmaster at Bentonville and leave this Historical Post office open which had the eldest Postmaster in the world (Verna Taylor). May God Bless you
Mrs. Rosalie Shively 10/11/11 - 11.24.11



06/16/2011

ROSALIE SHIRLEY

932 OLD CINCINNATI PIKE
WEST UNION, OH 45693

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

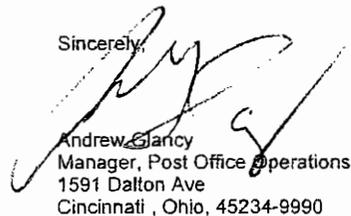
In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
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- 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 misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Personal customer

DOCKET# 1354701

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PAGE# 27B

1. Unfavorable effects - Many would have to pay late fees because it takes too long from the time you get the bill until it is returned to the supplier. I did not know a study meant closing a post office just because Mrs. Naylor died.

2. Community effects - The increased cost to each family & inconvenience (Gas prices to go further distances for stamps and mailing larger items.) The snow is always removed around this post office - older people are unable to clean around their private boxes. When they pick up mail people notice when they do not come ⁱⁿ on a regular basis. (Are they sick or dead) They are called or a neighbor to check on them. I know rural carriers will not do the many extra thing this post office employees do. (If they could not stuff another letter in the box then they might tell them in the post office.)

3. Two major State Highways go thru Bentonville and many stops to mail letters, etc. Manchester is on a back street in town also West Union. Very inconvenient, I'll just mail a letter to myself and see how long they have to haul it around. I wrote a check for the DAYA and it came back to me. No one looked at it. I took it to West Union P.O. and she said I'll take care of it. But I said you had your time I'll take it to Bentonville and mail it. Is this progress? Better service?

1. I get all the mail for our church (just across the street)

Sometimes posters too big for our box. Are you going to wad them up and stamp them in a box or refuse delivery?

Can you really trust all your drivers or carriers with money?

You will have to pay for change of address card for all. Older people will not get their mail because of the paper work.

2. West Union Post Master is rude and not helpful. Manchester Post Master closes in the middle of the day. (While others are out to lunch and could buy supplies) This is better service. Bigger is not better. Just so one post office can count a lot of mail and another has to be closed, is not even practical. Fixed income limits our gas purchases and travel. Since 2004 when I moved here I have replaced my box two times. I even had them hold



06/16/2011

RUTH PENCE
P.O. BOX 224
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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 irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- 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 that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
- 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 the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
- 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 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.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

1. Members of the Bentonville Anti-Horse Thief Society are against the proposal to close the Bentonville Post Office. The Manchester rural route will not provide Bentonville residents with better service. The Manchester route will not be safer. The Manchester route will not save the USPS enough money to get out of their financial problems.
2. The closing of the Bentonville P. O. will cost area residents more money. Many people already live on a fixed income. Considering this fact, people will have less money to purchase stamps and services.
3. The decision to have all Social Security checks deposited in the bank in 2013 will have a major effect on the USPS. You must prepare now for the future. For several years, the mail service has gotten worse. Perhaps you should examine the success of the USPS in previous years to learn what made it a success, and once again try to incorporate these ideas into your plan.

The major objective of the USPS should be to concentrate on delivering the mail. If you don't the USPS seems to be headed for financial disaster.

Remember the old saying---What goes around also comes around. If you close the Bentonville Post Office, in a few years the USPS may also be a part of past history.

See ATTACHED Sheet
THANKS

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ITEM# 38
PAGE# 28c

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

<p>Eckmansville CHRISTIAN CHURCH HARRIETT NAYLOR TREAS</p> <hr/> <p>Name of Postal Customer</p>	<p>Eckmansville Christian Church Harriett Naylor Treas</p> <hr/> <p>Signature of Postal Customer</p>
<p>7785 dt. Rt 41</p> <hr/> <p>Mailing Address</p>	<p>PO Box 173</p> <hr/>
<p>Bentonville Ark 45105</p> <hr/> <p>City, State, and ZIP Code</p>	<p>5-20-11</p> <hr/> <p>Date</p>

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ITEM# 38
PAGE# 280

Proposal to Close Bentonville Post Office.

1. Effect on your postal service.

The Manchester rural route can not provide as good of service as the Bentonville Post Office. If I get a bill for the church in the morning mail, I can mail the check out in the evening. All mail at the post office is safe. The packages are kept for me to pick up at my convenience. The post office is open for me to do business when I come home from work. What will happen if the Bentonville Post Office is closed and I get a package too large for the box on the rural route? Will it be left there? Will it be taken back to Manchester's Post Office? If so, it will cost me extra time, gas money, and wear on my vehicle because the Manchester P. O. is closed when I go to work, and it is also closed when I get off from work in the evening.

2. Effect on your community.

The closing of the Bentonville P.O. will cost the residents of Bentonville extra money and time. There is also the safety concern over the possibility of things being stolen, and people being injured because of the very busy highway.

3. Other comments.

The money that you are predicting to be saved will not eliminate the Postal System's financial problems.

I'm sure the Bentonville P. O. isn't the only office in the United States that is losing money. What do you hope to gain from this action other than the fact that it was someone's idea and the consequences weren't considered concerning the effect on the postal customers?

Please allow the Bentonville Post Office to remain open.

DOCKET# 1354701
ITEM# 3B
PAGE# 2BE

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BENTONVILLE 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.

Harriett Taylor
Name of Postal Customer

Harriett Taylor
Signature of Postal Customer

7785 Rt. Rt 41
Mailing Address

Bentonville Ohio 45105
City, State, and ZIP Code

5-20-11
Date

DOCKET# 1354701
ITEM# 30
PAGE# 28F

1. Effect on your Postal Services.

The closing of the Bentonville Post Office will not provide Bentonville residents with better service. If residents receive mail on one day, they will not be able to have their outgoing mail being sent until the next day.

Also even if a resident would put money for stamps in an outside rural box, there is no guarantee that the mail carrier will leave the stamps that day. Area Manchester route residents have made comments at various times how the carrier will take the money, but not leave stamps until the following day. If this is the case the outgoing mail could be delayed two days.

Comments from West Union rural route residents say that they have received notices in their mail boxes telling them not to place money in the rural route boxes.

2. Effects on Your Community.

The closing of the Bentonville Post Office will have a great financial impact on the community residents. Some of the area residents have difficulty leaving their spouses because of illnesses.

Other residents live on a very modest income and have difficulty paying their bills. The Bentonville Post Office provides these people with a free mail box and great service. This allows the residents to have more money to buy their necessities such as medicine.

If money placed in an outside mailbox is stolen or the residents have to go to town for their postal business, it affects them greatly.

The closing of the Bentonville Post Office will put a financial burden on some of the town's residents.

3. Other comments.

The town of Bentonville is not dead as the postal system may believe. In its small area there are the following:

Back's Bait Shop
Bentonville Church of Christ in Christian Union
Bentonville Anti-horse Thief Society
Bentonville Post Office
Christians Across America's office
Rusty Nail Construction
Hanson's Antique Shop
Bilyeu's Storage Units
DeVore's Trucking

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Freestone Farm Trucking
The Rag Shack
McIntosh's Antique Store
Connie's Styling Salon
Bentonville Community Church (formerly U. Methodist)
Bentonville School-Heat Start
White's Storage Units
Bentonville Christian Union Church
Burning Heart Camp

Also in Bentonville is the building that housed Steel Guitar Works where the late Ed. Naylor built "Hawaiian" Steel Guitars and thousands of phonograph records are stored. It was Ed's desire to have a museum in town exhibiting the history of steel guitars and also a section devoted to the historical Anti-horse Thief Society. If Ed could have lived to see his mother honored as the oldest U. S. Postmaster and also the Oldest U.S. Postal Employee, this too would be a part of the Bentonville Museum.

Plans are also in the making of collecting Bentonville Harvest Festival memorabilia and others items of interest to keep Bentonville's history alive.

Bentonville can boast of being the home of the Anti-horse Thief Society and also the home of the late Mrs. Verna Naylor-Oldest Postmaster in the U.S. and also the oldest postal employee in the U.S.

Only recently did the residents of Bentonville discover that a very good Elvis Presley impersonator known as Jo-El lives in their town.

The new Seraphim Ranch is located about 1 ½ miles from the main part of town which is a new hunting lodge.

Instead of closing the Bentonville Post Office, why doesn't the postal system spend money advertising our town?



06/16/2011

HARRIETT NAYLOR
7785 ST. RT. 41
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

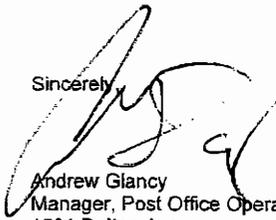
In response to your letter:

- You expressed a concern about the 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 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.
- 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 the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- 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 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.
- You 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.
- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters 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.

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 Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in black ink, appearing to read 'AG', is written over the word 'Sincerely,'.

Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
ITEM# 38
PAGE# 303

Letter concerning the proposal to close the Bentonville Post Office

1. Effect on your postal service.

The service at the Bentonville Post Office is excellent. The following examples are reasons that the office should be kept open.

- 1. Mail arrives at the Bentonville Post office before nine o'clock each morning and leaves around five o'clock each evening. This includes the Saturday mail. This won't be the case if people receive mail from the Manchester rural route.**
- 2. Bentonville Post Office customers don't have to worry about money or mail being stolen from the boxes in the office.**
- 3. People can get their stamps immediately at the Bentonville Post Office.**
- 4. The parking area is cleared during the winter season making it more convenient for the postal customers. Some of the older residents aren't able to shovel snow, and have to depend on others to help them.**
- 5. The postal customers live nearby and don't have to spend money on gas going to another town, purchasing an outside box, and worrying about it being torn down.**
- 6. The outside mailbox makes it very convenient for postal customers and others to get mail to their destination quicker.**
- 7. There is a large parking area in front of the Bentonville Post Office which makes it much safer than people having to stand close to the highway which is very busy and dangerous.**
- 8. The customer knows that his/her mail is safe if for some reason he/she is not at home because of an emergency, etc. Each Bentonville postal customer knows that mail needing a signature confirmation will be safely kept in the office.**
- 9. The person in charge at the Bentonville Post Office watches out for the town's residents and makes sure they are safe and well.**

2. Effect on the community if the Bentonville Post Office is closed.

If the Bentonville Post Office is closed the towns' people will no longer be able to boast about the late Mrs. Verna Naylor being the oldest Postmaster and Postal Employee in the United States. If the post office isn't open, visitors won't be able to stop and take pictures and make comments about it's history.

If the Bentonville Post Office is closed, postal customers will have to travel to

another town to purchase stamps which will be expensive. Some customers in Bentonville purchase only one stamp at a time because of their finances.

Some postal customers are old and are unable to travel to town, but are able to get their mail and stamps close to their home.

Some postal customers have a family member with medical problems which causes them to be unable to leave their home for a long period of time. Others have a family member in the hospital or have a doctor appointment which causes them to be away from their home. They can go the Bentonville Post Office at their convenience.

3. Other comments concerning the closing of the Bentonville Post Office.

I am the daughter of the late Harry and Verna Naylor and have lived above the post office ever since I was a baby. I am very familiar with the postal system and how it works.

The Postal system has allowed Bentonville to lose its P. O. box customers and also lose business by permitting Wal-Mart and other businesses to sell stamps in the surrounding area. How can you expect the post offices to survive when you are doing this?

The people in Bentonville from the school house down were required to come to the post office for their mail and services. I remember well when a man who lived across from the store decided he wanted to put a mail box at the corner of the school house lawn. The Manchester rural carrier knew the gentleman; therefore, started leaving him mail at this box. Other people in town soon started doing the same. It wasn't long before boxes were in various parts of the town (which should have been stopped by former Postmasters' from Manchester and West Union. This area should be changed back to the Bentonville Post Office territory.

The problem of the Bentonville P. O. can easily be solved by allowing the Post Office to remain open by reducing some of the Manchester and West Union rural route customers and enlarging the Bentonville P. O. area.

Instead of having the Manchester carrier deliver mail in town, you can change and make those customers get their mail at the Post Office. The houses south of the Bentonville School could also be required to come to the Bentonville P. O. Some of the people and the CCCU Church have Bentonville P. O. boxes here and also do business here. Many of these people in this area are younger and pass the P.O. each day when going to work or to town. The Manchester route could stop at the corner of St. Rt. 136 and St. Rt. 41 then be started again at the corner of St. Rt. 41 and Cabin Creek Road.

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A rural route in Bentonville would be very dangerous, especially in the area from the school house going north towards West Union. On February 18, 2010, a Bentonville resident was killed. No one knows what happened, but one night his truck got stuck in the snow beside the mailbox. The man was struck by an automobile and died a short time later. Rumors were that the man was getting his mail.

Some residents have been told it is too dangerous to erect a mailbox where they live, so they have a box at the Bentonville post office, even if they have to pay for it.

Another idea would be to stop the Manchester and West Union routes just outside of the town limits. This would give more business to Bentonville, lighten the Manchester and West Union carriers load, and save money due to time and gas being used by these carriers.

Poplar Flats Road and the Bentonville Island Creek Road meet at the corner of Polk Street and then branch two ways. One suggestion would be to extend the Bentonville P. O. area all the way to the Seraphim Ranch (the new hunting lodge). Again, most of these people that live on this road (Poplar Flats) pass the post office every day.

The houses on the Bentonville Island Creek Road could also be included in the Bentonville area. The Bentonville area could stop somewhere close to the American Electric Power sub-station or somewhere close to the old coon hunters' cabin. By making these changes, the Postal System would eliminate a lot of stops for the Manchester and West Union rural carriers and also save time and mileage expenses.

Another suggestion would be to use the Bentonville Post Office to make contact with the West Union Post Office so that their Cincinnati mail would go directly there that evening. The current system makes the mail leaving West Union go through the Columbus district before getting to Cincinnati causing the mail to be delayed sometimes as much as two or three days. This used to be the way mail was sent, and postal customers had excellent service.

Please come to Bentonville and drive the new proposed routes to see that these ideas are very practical. Using the above ideas, the Bentonville Post Office could remain open and the postal system could also save money.

Enclosures: Copy of Randy Thacker's memorial
Maps of Bentonville

*God hath not promised
Skies always blue.
Flower-strewn pathways
All our lives through;
God hath not promised
Sun without rain,
Joy without sorrow,
Peace without pain.*

*But God hath promised
Strength for the day;
Rest for the labor,
Light for the way;
Grace for the trials,
Help from above;
Unfailing sympathy,
Undying love...*

IN MEMORY OF

Randall S Thacker
BORN

May 31, 1949

DATE OF DEATH
February 18, 2010

SERVICES

Bible Baptist Church
Tuesday, February 23
2:00 PM

CLERGYMAN OFFICIATING

Rev Billy Newton
Rev Jerry Boling

FINAL RESTING PLACE

Manchester Cemetery

FUNERAL CONDUCTED BY
Wilson Home for Funerals, Inc



06/16/2011

LINDA NAYLOR
7785 ST. RT. 41
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

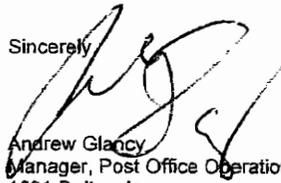
In response to your letter:

- 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 leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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.
- You 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 each day.
- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- 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.
- 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 how the loss of the Post Office would negatively impact the historical dimension of the community. The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- You 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.

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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# 1354701
ITEM# 38
PAGE# 32B

1. Effect on your postal service.

These comments are in regards to the Proposal for the closing of the Bentonville, Ohio Post Office. The proposal stated that my salary is \$25,584.00. According to my pay stubs, I receive \$3.87 hourly pay for 36 hours per week.

The proposal also stated that I received \$8,571.00 fringe benefits. There is no reference to any extra benefits such as sick leave, vacation time, insurance benefits, or retirement pay on my pay stub. I would appreciate knowing about the fringe benefits if they are being given to me. Also I'm sure that whatever pay, etc. that I am receiving is the same for every employee (in the same position and category) in the United States Postal System.

The proposal stated that my position would be eliminated. What will happen to me? Will I receive unemployment? Will I be transferred to another position? I have been a sub in the U.S. Postal System since the late 1950s'. In 1960, I was serving in the National Guards and was stationed at Fort Knox, Ky., and was sent home after four months of service so that I could deliver mail on the Bentonville route.

Another statement that was in Bentonville Post Office closing proposal stated that the Manchester rural carrier would pick up 19 additional new mail box deliveries and only consist of traveling an additional 2 miles. The proposal stated that the \$1500 rent money paid for the housing of the P. O. would pay for this service. With just some quick math, I figured that the mail is delivered approximately 300 times a year. Using this figure, that would average that the mail carrier would receive \$5.00 per day for this service. With gas costing approximately \$4.00 a gallon, that doesn't give the driver much money for his/her time, car maintenance, insurance, etc.

Your comment form asks about concerns for the community. What are you going to do when some of the older citizens are no longer able to go to Manchester to get their mail? Some have done this for 40 or 50 years because they worked there. This will be an increase in rural box deliveries?

What are you going to do if I don't have a job? Are you going to add additional work on to the Manchester employees without pay? Someone still has to handle the mail and get it ready for the Bentonville route.

What will happen to the Bentonville truck driver? Will he lose pay? What if the contractor already has negotiated money for the additional miles out to Bentonville and is getting paid for them?

The Bentonville closing proposal also stated that the residents of Bentonville would receive just as good of mail service. How can this happen? Fact: The truck brings mail into Bentonville before 9:00 A.M. each morning and leaves each evening at approximately 5:00 P.M. If a Bentonville Post office box customer receives a bill in the early mail, he/she can pay it, bring it to the Post Office and it will leave for its destination

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that evening. This is also true for Saturday mail. Wonderful service.-----I

Fact: If a person receives mail (ex. A water bill) on the rural route on Friday, the payment will not be picked up by the carrier until Saturday. Since the Manchester Post Office closes at noon, **do you guarantee that this mail will be dispatched that day?** What if it is a Monday holiday weekend? Mail received on Friday, payment made on Sat. and put into the rural box, may not be sent out until the next Tuesday which could cause the customer to be charged late fees. **This is not better service.**

2. Effect on your community.

The closing of the Bentonville Post Office will put a financial burden on people in our community. I will lose my money. Other residents will have additional expenses by having to travel to another post office for service.

The people living in Bentonville are very good about taking care of each other. If there are concerns about a resident, friends often call the office so that we can check on the person in question. If the Bentonville Post Office is closed, this can't happen. The hours that the post office is open makes it a communication center for all residents.

3. Other comments.

My family members and I have always been proud to say that we were affiliated with the United States Postal System. I am very proud of the fact that my father was a postmaster, and that my mother was honored as being the Oldest Postmaster and also the Oldest Postal Employee in the United States.

The financial problems of the Postal System didn't happen in the past few years. Space and time will not permit me to tell of the many ways that the postal system has wasted money. All offices are not the same and don't need the same things. My small office did not need hundreds of change of address cards that were sent to the office on a regular basis, but others may have. Lack of communication and poor management are two major problems that have caused the USPS to get into financial problems.

On other occasions, my office has received numerous faxes concerning various topics containing contradictory information. **The postal system cannot and will not survive when each office is supposed to be judged under the same circumstances.** The small offices cannot be run like the big city offices. Our small communities don't have airports and your large cities don't have farms, but both are necessary and equally important.

Please do not close the Bentonville Post Office.



06/16/2011

JAMES NAYLOR
7785 ST. RT. 41
BENTONVILLE, OH 45105

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Bentonville 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.

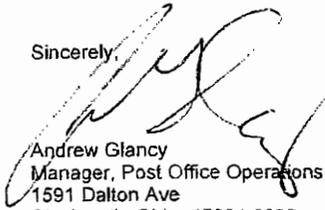
In response to your letter:

- You expressed a concern about the economic savings of the proposed discontinuance. 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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- 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.
- 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 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 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 Bob Redden at (513) 684-5454.

Sincerely,



Andrew Glancy
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



A. Office

Name: BENTONVILLE State: OH Zip Code: 45105
Area: EASTERN District: CINCINNATI PFC
Congressional District: Oh-02 County: Adams
EAS Grade: 55 Finance Number: 380672
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: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 06/16/2011
Fax No: (513) 684-5749

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	32
Favorable comments	0
Unfavorable comments	32
No opinion expressed	0
Total comments returned	32

Postal Concerns

The following postal concerns were expressed

- Concern (UnFavorable):**
Customer expressed a concern about mailbox vandalism.

Response:
This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
- Concern (UnFavorable):**
Customer expressed a concern about package delivery and pickup.

Response:
For carrier pick up of packages, you can contact the adminoffice 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 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.
- 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.
- Concern (UnFavorable):**
Customer expressed a concern about the history of the Bentonville Post Office.

Response:
The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest settling postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
- Concern (UnFavorable):**
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:
The rural carrier will accept any letters 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.
- Concern (UnFavorable):**
Customer expressed concern about collection of outgoing mail.

Response:
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.
- 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.
- Concern (UnFavorable):**
Customers expressed a concern about irregular hours that the rural route serves the community.

Response:
Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- Concern (UnFavorable):**
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
- Concern (UnFavorable):**
Customers expressed concern about misdelivered mail.

Response:
The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
- Concern (UnFavorable):**
Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:
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 administrative postmaster.
- Concern (UnFavorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

- Response:**
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.
13. **Concern (UnFavorable):**
Customers expressed concern over the dependability of rural route service.
- Response:**
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 each day.
14. **Concern (UnFavorable):**
Customers expressed concern that postal employees at the administrative Post Office are rude.
- Response:**
Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
15. **Concern (UnFavorable):**
Customers felt inclement weather and poor road conditions might impede delivery.
- Response:**
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
16. **Concern (UnFavorable):**
Customers inquired about mailbox installation and maintenance.
- Response:**
Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
17. **Concern (UnFavorable):**
Customers questioned the economic savings of the proposed discontinuance.
- Response:**
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
18. **Concern (UnFavorable):**
Customers said they would miss the special attention and assistance provided by the personnel at the Bentonville 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.
19. **Concern (UnFavorable):**
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.
20. **Concern (UnFavorable):**
Customers were concerned about later delivery of mail.
- Response:**
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
21. **Concern (UnFavorable):**
Customers were concerned about loss of employment in the community.
- Response:**
The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.
22. **Concern (UnFavorable):**
Customers were concerned about mail security.
- Response:**
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.
23. **Concern (UnFavorable):**
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.
24. **Concern (UnFavorable):**
Customers were concerned about the mailboxes being damaged.
- Response:**
Customer expressed a concern about the mailboxes being damaged. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (UnFavorable):**
Customer expressed a concern about leaving money in the mailbox.
Response:
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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 (UnFavorable):**
Customer expressed a concern about the history of the Bentonville Post Office.
Response:
The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
3. **Concern (UnFavorable):**
Customers expressed a concern about the loss of a gathering place and information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
4. **Concern (UnFavorable):**
Customers expressed concern for loss of community identity.
Response:
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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.
5. **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.
6. **Concern (UnFavorable):**
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
Response:
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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
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.
8. **Concern (UnFavorable):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

DOCKET# 1354701
ITEM# 41
PAGE# 1

Date of Posting: 03/21/2011

Posting Round Date:

Date of Removal: 05/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1354701 - 45105

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster position became vacant when the postmaster passed away on July 06, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.

The Bentonville Post Office, an EAS-55 level, provides service from 6:30 - 9 am- 1:30 - 5pm Monday - Friday , 6:30 - 9 am- 1:30 - 5pm Saturday and lobby hours of 6:30 - 9 am- 1:30 - 5pm on Monday - Friday and 6:30 - 9 am- 1:30 - 5pm on Saturday to 28 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 four transaction(s) accounting for three 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: \$4,996 (13 revenue units) in FY 2008; \$4,950 (13 revenue units) in FY 2009; and \$4,237 (11 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 17, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 36 customer(s) attended the meeting.

On February 04, 2011, 60 questionnaires were distributed to delivery customers of the Bentonville Post Office. Questionnaires were also available over the counter for retail customers at the Bentonville Post Office. 29 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 35 unfavorable, and 14 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Manchester Post Office, an EAS-18 level office. Window service hours at the Manchester Post Office are from 08:30 17:00, Monday through Friday, and 08:30 12:00 on Saturday. There are 181 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:** 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.
2. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.
3. **Concern:** Customers expressed concern for those customers with disabilities.

Response: 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 administrative postmaster.
4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service.

Response:

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.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **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.

8. **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.

9. **Concern:**

Customers were concerned about mail security.

Response:

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.

10. **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 CBUs. 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.

11. **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 CBUs. 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.

12. **Concern:**

Customer expressed a concern about mailbox vandalism.

Response:

This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

13. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

For carrier pick up of packages, you can contact the adminoffice 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 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.

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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.

15. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

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16. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters 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.

17. **Concern:**

Customer expressed concern about collection of outgoing mail.

Response:

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.

18. **Concern:**

Customers expressed a concern about irregular hours that the rural route serves the community.

Response:

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

19. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

20. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

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 administrative postmaster.

21. **Concern:**

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

22. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

23. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

24. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Bentonville 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.

25. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

26. **Concern:**

Customers were concerned about loss of employment in the community.

- Response:** The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.
27. **Concern:** Customers were concerned about the mailboxes being damaged.
- Response:** Customer expressed a concern about the mailboxes being damaged. Please contact the adminoffice postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.
28. **Concern:** Concern about lost or stolen mail
- Response:** 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.
29. **Concern:** Concern about rural box placement for safety
- Response:** Customer will contact the Manchester Post Office about location of mail boxes and possible CBU instillation
30. **Concern:** Concerned about having to drive to West Union to by stamps
- Response:** Rural carriers can provide stamps.
31. **Concern:** Concerned about mail boxes being knocked down
- Response:** Unfortunately this happens. When you install your box call your local postmaster for help to locate a place to put your box that may help protect it from being knocked down.
32. **Concern:** Concerned that having a rural carrier delivery their mail would also be costly
- Response:** The rural carrier would only be adding 15 stops and about 2 miles to their current line of travel
33. **Concern:** Customer brought letters to meeting that only had 5 cents on the letter to mail. Wanted to know why they didn;t pay 44 cents. That is why we are lossing money.
- Response:** The letter had a 5 cent stamp but the mail paid additional fees when the letters were mailed. They have a BMEU account that they pay a yearly fee and pay additional money based on the type of mailing.
34. **Concern:** Customer concerned about the amount of extra truck runs going to office just to pick up a very minor amount of mail. (retired truck driver)
- Response:** All areas in the postal service are being looked at for ways to cut cost.
35. **Concern:** Customer expressed a concern that additional miles for rural delivery would also be costly
- Response:** Only 2 additional miles would be added to the rural route that delivers the current area. The total additional cost for the miles and added delivery would only be around 1,500.00 dollars
36. **Concern:** Customers concerned that desision to close has already been made.
- Response:** No. This is just a review of the office and the decision to close isn't made at a local level.
37. **Concern:** Customers stated that they have had 47 to 48 years of great postal service
- Response:** The review is no reflection of the service provided by the Bentonville Office.
38. **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.

39. **Concern:**

How would we save money when the truck drivers go to Manchester then to Bentonville

Response:

The route is run by a subcontractor and the Bentonville stop would be canceled. This would be a savings

40. **Concern:**

Receives mail from West Union carrier but mails letters at Bentonville because of the amount extra days it takes for letters to get to destination if carrier picks up mail.

Response:

The mail picked up by carrier from West Union is processed out of the Columbus District due to Bentonville being on the border of the Cincinnati and Columbus Districts. The mail still should reach its destination on time. Will notify the West Union office with the issue of mail being delayed that is picked up by the carrier.

41. **Concern:**

This post office has alot of history.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service

42. **Concern:**

what if we receive packages that need to be signed for.

Response:

The rural carrier would be brought to your door for signature.

43. **Concern:**

What is the total cost savings of closing this office.

Response:

That total savings are still being gathered and will be entered into the docket for review.

44. **Concern:**

Who owns the Post Office

Response:

The Post Office is a Government run entity.

45. **Concern:**

Why accept checks?

Response:

Checks are a way that customers can pay for the items they need and not all checks are bad. Every company incurs these types of issues .

46. **Concern:**

Why do billion dollar companies pay less for mailing letters? Why not 44 cents

Response:

They have permit accounts that allow them to mail at a reduced rate. The mail has to be inspected and meet the mailing standards designed to make the mail machine able to reduce processing cost.

47. **Concern:**

Why does the post office accept bad checks.

Response:

The post office doesn't accept bad checks. People write bad checks when they buy products. When the bank notifies the Post Office the check is bad is when we know it's bad. When a bad check is received the postal service has a list of bad checks received and the checks are added to the list for postal employees to watch for and no longer accept checks from that customer.

48. **Concern:**

Why does the Postal Service sell passport pocketbooks?

Response:

To help bring in additional revenue.

49. **Concern:**

Why doesn't the Postal Service just concentrate on mail delivery and stop trying to be a retail store selling items that nobody wants.

Response:

The postal service offers items that also help promote the customers to use the post office for other needs in thier business and personal daily needs.

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. CBU's 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. However in order to ensure regular and effective service, the zip code will change to 45144.
4. A change in your PO Box Fees may be a result of this proposal.

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

Bentonville is an unincorporated community located in Adams County. The community is administered politically by Adams County. Police protection is provided by the Adams County. Fire protection is provided by the Manchester. The community is comprised of The community is mainly farming, retirees and self employed residents., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Bentonville Anti Horse Thief Society Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church, O A P S E Rusty Nail Construction . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bentonville Post Office will be available at the Manchester Post Office. Government forms normally provided by the Post Office will also be available at the Manchester 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: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
2. **Concern:** Customer expressed a concern about nonpostal services.
Response: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
3. **Concern:** Customer expressed a concern about the history of the Bentonville Post Office.
Response: The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way

residents are served by the Postal Service.

4. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

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.

6. **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.

7. **Concern:**

Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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.

8. **Concern:**

Customers expressed a concern about the loss of a gathering place and information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

9. **Concern:**

Customers expressed concern for loss of community identity.

Response:

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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

10. **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.

11. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

12. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
7. **Concern:** Concerned why the Post Office would close this office when the employees at this office are very helpful.
- Response:** The review of this office is no reflection on the performance of the employees at the Bentonville Office.
8. **Concern:** Customer offered to work Post office for free for a year.
- Response:** Thanked customer but explained that wouldn't be possible.
9. **Concern:** Customer upset that only one person from the Postal Service attended the funeral of the postmaster. She had been honored as the oldest postal employee and the oldest postmaster.
- Response:** Couldn't respond to why people never attended funeral. Sorry

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 position became vacant when the postmaster passed away on July 06, 2010. 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 \$ 34,134 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 25,584
Fringe Benefits @ 33.5%	\$ 8,571
Annual Lease Costs	<u>+ \$ 1,500</u>
Total Annual Costs	\$ 35,655
Less Annual Cost of Replacement Service	<u>- \$ 1,521</u>
Total Annual Savings	<u>\$ 34,134</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster passed away on July 06, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bentonville Post Office provided delivery and retail service to 28 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. There are no permit mailers or postage meter customers.

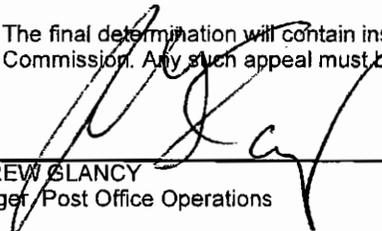
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$34,134 annually. A disadvantage 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 Bentonville Post Office and Manchester 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.



ANDREW BLANCY
Manager, Post Office Operations

03/21/2011

Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 03/10/2011																																								
2. Post Office Name BENTONVILLE		3. State and ZIP + 4 Code OH, 45105-9998																																										
4. District, Customer Service CINCINNATI PFC	5. Area, Customer Service EASTERN	6. County Adams	7. Congressional District Oh-02																																									
8. Reason for Proposal to Discontinue Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
11. Staffing		12. Hours of Service																																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: passed away Occupied 07/06/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) EAS- Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Time M-F 6:30 - 9 am- 1:30 - 5pm</td> <td>Sat 6:30 - 9 am- 1:30 - 5pm</td> <td>Total Window Hours Per Week</td> </tr> <tr> <td>a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm</td> <td>Sat 6:30 - 9 am- 1:30 - 5pm</td> <td>30.00</td> </tr> </table>			a. Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	Total Window Hours Per Week	a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	30.00																																		
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a. Lobby Time M-F 6:30 - 9 am- 1:30 - 5pm	Sat 6:30 - 9 am- 1:30 - 5pm	30.00																																										
13. Number of Customers Served		14. Daily Volume (Pieces)																																										
<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td>0</td></tr> <tr><td>b. P.O. Box</td><td>28</td></tr> <tr><td>c. City Delivery</td><td>0</td></tr> <tr><td>d. Rural Delivery</td><td>0</td></tr> <tr><td>e. Highway Contract Route Box</td><td>0</td></tr> <tr><td>f. Total</td><td>28</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td>2</td></tr> <tr><td>h. Average No. Daily Transactions</td><td>3.80</td></tr> </table>		a. General Delivery	0	b. P.O. Box	28	c. City Delivery	0	d. Rural Delivery	0	e. Highway Contract Route Box	0	f. Total	28	g. No. Receiving Duplicate Service	2	h. Average No. Daily Transactions	3.80	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> <tr><td>a. First-Class</td><td>69</td><td>63</td></tr> <tr><td>b. Newspaper</td><td>1</td><td>0</td></tr> <tr><td>c. Parcel</td><td>1</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>71</td><td>63</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </table>			Types of Mail	Received	Dispatched	a. First-Class	69	63	b. Newspaper	1	0	c. Parcel	1	0	d. Other	0	0	e. Total	71	63	f. No. of Postage Meters		0	g. No. of Permits		0
a. General Delivery	0																																											
b. P.O. Box	28																																											
c. City Delivery	0																																											
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h. Average No. Daily Transactions	3.80																																											
Types of Mail	Received	Dispatched																																										
a. First-Class	69	63																																										
b. Newspaper	1	0																																										
c. Parcel	1	0																																										
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g. No. of Permits		0																																										
Finances a. FY 2008 2009 2010		Receipts \$ 4,996 \$ 4,950 \$ 4,237	b. EAS Step 1 PM Basic Salary (no Cola) \$ 25584	c. PM Fringe Benefits (33.5% of b.) \$8,571																																								
16a. Quarters																																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 06/30/2011 Annual Lease \$ 1500 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input checked="" type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																												
16b. Explain: The lease is a year to year lease. The owner is responsible for the utilities and building repairs.																																												
17. Schools, Churches and Organization in Service Area: No: 5 Bentonville Anti Horse Thief Society Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church		19. Administrative/Emanating Office (Proposed): Name MANCHESTER EAS Level 18 Miles Away 5.0 Window Service Hours: M-F 08:30 17:00 SAT 08:30 12:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 181																																										
18. Businesses in Service Area: No: 0 O A P S E Rusty Nail Construction		20. Nearest Post Office (if different from above): Name MANCHESTER EAS Level 18 Miles Away 5.0 Window Service Hours: M-F 08:30 17:00 SAT 08:30 12:00 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 181																																										
21. Prepared by																																												
Printed Name and Title BOB REDDEN		Signature BOB REDDEN <i>Bob Redden</i>		Telephone No. AC () (513) 684-5454																																								
PO Discontinuance Coordinator Name BOB REDDEN		Location CINCINNATI, OHIO																																										



06/16/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
BENTONVILLE
Docket Number 1354701 - 45105

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right. The signature is positioned above a solid horizontal line.

CHU FALLING STAR
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: BENTONVILLE, OH, 45105-9998
 EAS Level: 55
 District: CINCINNATI PFC
 County: ADAMS
 Congressional District: Oh-02

Proposal: Close Consolidate

Reason For Proposed: passed away
 Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box:	<u>28</u>
General Delivery:	<u>0</u>
Rural Route:	<u>0</u>
Highway Contract Route (HCR):	<u>0</u>
City Route:	<u>0</u>
Intermediate Rural:	<u>0</u>
Intermediate HCR:	<u>0</u>
Total number of customers:	<u>28</u>

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/06/2010	Postmaster vacancy occurred. Reason: passed away OIC: Career: 0 Noncareer: 1 Other Employees: 1
12/14/2010	District manager authorization to study.
02/04/2011	Questionnaires sent to customers. Number sent: 60 Number Returned: 29 Analysis: Favorable 3 Unfavorable 35 No Opinion 14
06/14/2011	Petition received. Number of signatures: 30 Concerns expressed: 30
06/14/2011	Congressional inquiry received: Yes Concerns expressed: 2
03/16/2011	Proposal and checklist sent to district for review.
03/09/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/16/2011	Proposal and invitation for comments posted and round-dated.
06/07/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 32 No Opinion 0 32
None	Premature PRC appeal received. Concerns expressed: 0
03/10/2011	Updated PS Form 4920 completed (if necessary).
06/16/2011	Certification of the official record.
07/06/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/01/2011	Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted.
08/03/2011	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.
09/01/2011	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:

<u>BOB REDDEN</u>	<u>(513) 684-5454</u>
Name/Title	Telephone Number
<u>BOB REDDEN</u>	<u>(513) 684-5454</u>
District Post Office Review Coordinator	Telephone Number



07/06/2011

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 Bentonville 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 Bob Redden, Post Office Review Coordinator, at (513) 684-5454 or Andrew Glancy Manager Post Office Operations.

CHU FALLING STAR
DISTRICT MANAGER
1591 DALTON AVE
CINCINNATI , OHIO 45234-9990

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4C/P1354701.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, EASTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the BENTONVILLE was received by 08/01/2011.
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.

DC NO. 1354701
ITEM# 47
PAGE# 1

Date of Posting: 08/03/2011

Date of Removal: 09/04/2011

FINAL DETERMINATION TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354701 - 45105

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster position became vacant when the postmaster passed away on July 06, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.

The Bentonville Post Office, an EAS-55 level, provides service from 6:30 - 9 am- 1:30 - 5pm Monday - Friday , 6:30 - 9 am- 1:30 - 5pm Saturday and lobby hours of 6:30 - 9 am- 1:30 - 5pm on Monday - Friday and 6:30 - 9 am- 1:30 - 5pm on Saturday to 28 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 four transaction(s) accounting for three 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: \$4,996 (13 revenue units) in FY 2008; \$4,950 (13 revenue units) in FY 2009; and \$4,237 (11 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 17, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 36 customer(s) attended the meeting.

On February 04, 2011, 60 questionnaires were distributed to delivery customers of the Bentonville Post Office. Questionnaires were also available over the counter for retail customers at the Bentonville Post Office. 29 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 35 unfavorable, and 14 expressed no opinion.

One congressional inquiry was received on June 14, 2011.

A petition supporting the retention of the Bentonville Post Office was received on June 14, 2011, with 30 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Manchester Post Office, an EAS-18 level office. Window service hours at the Manchester Post Office are from 08:30 17:00, Monday through Friday, and 08:30 12:00 on Saturday. There are 181 post office boxes available.

The proposal to close the Bentonville Post Office was posted with an invitation for comment at the Bentonville Post Office and Manchester Post Office from March 21, 2011 to May 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about mailbox vandalism.
Response: This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
2. **Concern:** Customer expressed a concern about package delivery and pickup.
Response: For carrier pick up of packages, you can contact the adminoffice 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 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.
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.

4. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters 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.

6. **Concern:**

Customer expressed concern about collection of outgoing mail.

Response:

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.

7. **Concern:**

Customers expressed a concern about irregular hours that the rural route serves the community.

Response:

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

8. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

9. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

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 administrative postmaster.

10. **Concern:**

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

11. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

12. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

13. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Bentonville 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.

14. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

15. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.

16. **Concern:**

Customers were concerned about the mailboxes being damaged.

Response:

Customer expressed a concern about the mailboxes being damaged. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.

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

1. **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.

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2. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.
3. **Concern:** Customers expressed concern for those customers with disabilities.

Response: 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 administrative postmaster.
4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service.

Response: 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.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **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.
8. **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.
9. **Concern:** Customers were concerned about mail security.

Response: 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.
10. **Concern:** Customers were concerned about senior citizens.

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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 CBUs. 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.

11. **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 CBUs. 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.

12. **Concern:** Concern about lost or stolen mail

Response: 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.

13. **Concern:** Concern about rural box placement for safety

Response: Customer will contact the Manchester Post Office about location of mail boxes and possible CBU installation

14. **Concern:** Concerned about having to drive to West Union to buy stamps

Response: Rural carriers can provide stamps.

15. **Concern:** Concerned about mail boxes being knocked down

Response: Unfortunately this happens. When you install your box call your local postmaster for help to locate a place to put your box that may help protect it from being knocked down.

16. **Concern:** Concerned that having a rural carrier delivery their mail would also be costly

Response: The rural carrier would only be adding 15 stops and about 2 miles to their current line of travel

17. **Concern:** Customer brought letters to meeting that only had 5 cents on the letter to mail. Wanted to know why they didn't pay 44 cents. That is why we are losing money.

Response: The letter had a 5 cent stamp but the mail paid additional fees when the letters were mailed. They have a BMEU account that they pay a yearly fee and pay additional money based on the type of mailing.

18. **Concern:** Customer concerned about the amount of extra truck runs going to office just to pick up a very minor amount of mail. (retired truck driver)

Response: All areas in the postal service are being looked at for ways to cut cost.

19. **Concern:** Customer expressed a concern that additional miles for rural delivery would also be costly

Response: Only 2 additional miles would be added to the rural route that delivers the current area. The total additional cost for the miles and added delivery would only be around 1,500.00 dollars

20. **Concern:** Customers concerned that decision to close has already been made.

Response: No. This is just a review of the office and the decision to close isn't made at a local level.

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21. **Concern:** Customers stated that they have had 47 to 48 years of great postal service
- Response:** The review is no reflection of the service provided by the Bentonville Office.
22. **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.
23. **Concern:** How would we save money when the truck drivers go to Manchester then to Bentonville
- Response:** The route is run by a subcontractor and the Bentonville stop would be canceled. This would be a savings
24. **Concern:** Receives mail from West Union carrier but mails letters at Bentonville because of the amount extra days it takes for letters to get to destination if carrier picks up mail.
- Response:** The mail picked up by carrier from West Union is processed out of the Columbus District due to Bentonville being on the border of the Cincinnati and Columbus Districts. The mail still should reach its destination on time. Will notify the West Union office with the issue of mail being delayed that is picked up by the carrier.
25. **Concern:** This post office has alot of history.
- Response:** The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service
26. **Concern:** what if we receive packages that need to be signed for.
- Response:** The rural carrier would be brought to your door for signature.
27. **Concern:** What is the total cost savings of closing this office.
- Response:** That total savings are still being gathered and will be entered into the docket for review.
28. **Concern:** Who owns the Post Office
- Response:** The Post Office is a Government run entity.
29. **Concern:** Why accept checks?
- Response:** Checks are a way that customers can pay for the items they need and not all checks are bad. Every company incurs these types of issues .
30. **Concern:** Why do billion dollar companies pay less for mailing letters? Why not 44 cents
- Response:** They have permit accounts that allow them to mail at a reduced rate. The mail has to be inspected and meet the mailing standards designed to make the mail machine able to reduce processing cost.
31. **Concern:** Why does the post office accept bad checks.

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Response: The post office doesn't accept bad checks. People write bad checks when they buy products. When the bank notifies the Post Office the check is bad is when we know it's bad. When a bad check is received the postal service has a list of bad checks received and the checks are added to the list for postal employees to watch for and no longer accept checks from that customer.

32. **Concern:** Why does the Postal Service sell passport pocketbooks?
Response: To help bring in additional revenue.

33. **Concern:** Why doesn't the Postal Service just concentrate on mail delivery and stop trying to be a retail store selling items that nobody wants.
Response: The postal service offers items that also help promote the customers to use the post office for other needs in thier business and personal daily needs.

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. CBU's 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. However in order to ensure regular and effective service, the zip code will change to 45144.
4. A change in your PO Box Fees may be a result of this proposal.

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

Bentonville is an unincorporated community located in Adams County. The community is administered politically by Adams County. Police protection is provided by the Adams County. Fire protection is provided by the Manchester. The community is comprised of The community is mainly farming, retirees and self employed residents. and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Bentonville Anti Horse Thief Society Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church, O A P S E Rusty Nail Construction . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Bentonville Post Office will be available at the Manchester Post Office. Government forms normally provided by the Post Office will also be available at the Manchester 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: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
2. **Concern:** Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

3. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

4. **Concern:**

Customer expressed a concern about the history of the Bentonville Post Office.

Response:

The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

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.

6. **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.

7. **Concern:**

Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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.

8. **Concern:**

Customers expressed a concern about the loss of a gathering place and information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

9. **Concern:**

Customers expressed concern for loss of community identity.

Response:

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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

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10. **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.
11. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
- Response:** 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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
12. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
13. **Concern:** Concerned why the Post Office would close this office when the employees at this office are very helpful.
- Response:** The review of this office is no reflection on the performance of the employees at the Bentonville Office.
14. **Concern:** Customer offered to work Post office for free for a year.
- Response:** Thanked customer but explained that wouldn't be possible.
15. **Concern:** Customer upset that only one person from the Postal Service attended the funeral of the postmaster. She had been honored as the oldest postal employee and the oldest postmaster.
- Response:** Couldn't respond to why people never attended funeral. Sorry

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 passed away on July 06, 2010. 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 \$ 34,134 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 25,584
Fringe Benefits @ 33.5%	\$ 8,571
Annual Lease Costs	<u>+ \$ 1,500</u>
Total Annual Costs	\$ 35,655
Less Annual Cost of Replacement Service	<u>- \$ 1,521</u>
Total Annual Savings	<u>\$ 34,134</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

This is the final determination to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster passed away on July 06, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bentonville Post Office provided delivery and retail service to 28 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. 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 \$34,134 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 Bentonville Post Office and Manchester Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Bentonville 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 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Bentonville Post Office and Manchester Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/01/2011

Date



08/03/2011

OFFICER-IN-CHARGE/POSTMASTER
Bentonville Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Bentonville Post Office Final Determination Docket No. 1354701 - 45105

Please post in the lobby the enclosed final determination to close the Bentonville Post Office. The final determination must be posted in a prominent place from 08/03/2011 through close of business on 09/04/2011. 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 09/05/2011.

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 (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Bob Redden".

BOB REDDEN
POST OFFICE REVIEW COORDINATOR
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

Enclosures:
Final Determination Official Record

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Date of Posting: 08/03/2011

Date of Removal: 09/04/2011

FINAL DETERMINATION TO CLOSE
THE BENTONVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354701 - 45105

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster position became vacant when the postmaster passed away on July 06, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. The office has no running water or restroom facilities as a part of the lease and is located in the basement of the prior postmaster's home.

The Bentonville Post Office, an EAS-55 level, provides service from 6:30 - 9 am- 1:30 - 5pm Monday - Friday , 6:30 - 9 am- 1:30 - 5pm Saturday and lobby hours of 6:30 - 9 am- 1:30 - 5pm on Monday - Friday and 6:30 - 9 am- 1:30 - 5pm on Saturday to 28 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 four transaction(s) accounting for three 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: \$4,996 (13 revenue units) in FY 2008; \$4,950 (13 revenue units) in FY 2009; and \$4,237 (11 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 17, 2011, representatives from the Postal Service were available at to answer questions and provide information to customers. 36 customer(s) attended the meeting.

On February 04, 2011, 60 questionnaires were distributed to delivery customers of the Bentonville Post Office. Questionnaires were also available over the counter for retail customers at the Bentonville Post Office. 29 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 3 favorable, 35 unfavorable, and 14 expressed no opinion.

One congressional inquiry was received on June 14, 2011.

A petition supporting the retention of the Bentonville Post Office was received on June 14, 2011, with 30 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Manchester Post Office, an EAS-18 level office. Window service hours at the Manchester Post Office are from 08:30 17:00, Monday through Friday, and 08:30 12:00 on Saturday. There are 181 post office boxes available.

The proposal to close the Bentonville Post Office was posted with an invitation for comment at the Bentonville Post Office and Manchester Post Office from March 21, 2011 to May 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about mailbox vandalism.
Response: This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
2. **Concern:** Customer expressed a concern about package delivery and pickup.
Response: For carrier pick up of packages, you can contact the adminoffice 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 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.
3. **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.

4. **Concern:** Customer expressed a concern about the history of the Bentonville Post Office.
- Response:** The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.
5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
- Response:** The rural carrier will accept any letters 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.
6. **Concern:** Customer expressed concern about collection of outgoing mail.
- Response:** 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.
7. **Concern:** Customers expressed a concern about irregular hours that the rural route serves the community.
- Response:** Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
8. **Concern:** Customers expressed concern about misdelivered mail.
- Response:** The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.
- Response:** 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 administrative postmaster.
10. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
11. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

12. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

13. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Bentonville 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.

14. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

15. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be separated from the Postal Service when the office is discontinued.

16. **Concern:**

Customers were concerned about the mailboxes being damaged.

Response:

Customer expressed a concern about the mailboxes being damaged. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage.

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

1. **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.

2. **Concern:** Customers expressed concern about having to erect a rural mailbox.
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5 miles away.
3. **Concern:** Customers expressed concern for those customers with disabilities.
- Response:** 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 administrative postmaster.
4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:** 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.
5. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** 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.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **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.
8. **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.
9. **Concern:** Customers were concerned about mail security.
- Response:** 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.
10. **Concern:** Customers were concerned 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 CBUs. 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.

11. 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 CBUs. 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.

12. Concern:

Concern about lost or stolen mail

Response:

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.

13. Concern:

Concern about rural box placement for safety

Response:

Customer will contact the Manchester Post Office about location of mail boxes and possible CBU installation

14. Concern:

Concerned about having to drive to West Union to buy stamps

Response:

Rural carriers can provide stamps.

15. Concern:

Concerned about mail boxes being knocked down

Response:

Unfortunately this happens. When you install your box call your local postmaster for help to locate a place to put your box that may help protect it from being knocked down.

16. Concern:

Concerned that having a rural carrier delivery their mail would also be costly

Response:

The rural carrier would only be adding 15 stops and about 2 miles to their current line of travel

17. Concern:

Customer brought letters to meeting that only had 5 cents on the letter to mail. Wanted to know why they didn't pay 44 cents. That is why we are losing money.

Response:

The letter had a 5 cent stamp but the mail paid additional fees when the letters were mailed. They have a BMEU account that they pay a yearly fee and pay additional money based on the type of mailing.

18. Concern:

Customer concerned about the amount of extra truck runs going to office just to pick up a very minor amount of mail. (retired truck driver)

Response:

All areas in the postal service are being looked at for ways to cut cost.

19. Concern:

Customer expressed a concern that additional miles for rural delivery would also be costly

Response:

Only 2 additional miles would be added to the rural route that delivers the current area. The total additional cost for the miles and added delivery would only be around 1,500.00 dollars

20. Concern:

Customers concerned that decision to close has already been made.

Response:

No. This is just a review of the office and the decision to close isn't made at a local level.

21. **Concern:** Customers stated that they have had 47 to 48 years of great postal service
- Response:** The review is no reflection of the service provided by the Bentonville Office.
22. **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.
23. **Concern:** How would we save money when the truck drivers go to Manchester then to Bentonville
- Response:** The route is run by a subcontractor and the Bentonville stop would be canceled. This would be a savings
24. **Concern:** Receives mail from West Union carrier but mails letters at Bentonville because of the amount extra days it takes for letters to get to destination if carrier picks up mail.
- Response:** The mail picked up by carrier from West Union is processed out of the Columbus District due to Bentonville being on the border of the Cincinnati and Columbus Districts. The mail still should reach its destination on time. Will notify the West Union office with the issue of mail being delayed that is picked up by the carrier.
25. **Concern:** This post office has a lot of history.
- Response:** The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service
26. **Concern:** what if we receive packages that need to be signed for.
- Response:** The rural carrier would be brought to your door for signature.
27. **Concern:** What is the total cost savings of closing this office.
- Response:** That total savings are still being gathered and will be entered into the docket for review.
28. **Concern:** Who owns the Post Office
- Response:** The Post Office is a Government run entity.
29. **Concern:** Why accept checks?
- Response:** Checks are a way that customers can pay for the items they need and not all checks are bad. Every company incurs these types of issues .
30. **Concern:** Why do billion dollar companies pay less for mailing letters? Why not 44 cents
- Response:** They have permit accounts that allow them to mail at a reduced rate. The mail has to be inspected and meet the mailing standards designed to make the mail machine able to reduce processing cost.
31. **Concern:** Why does the post office accept bad checks.

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Response:

The post office doesn't accept bad checks. People write bad checks when they buy products. When the bank notifies the Post Office the check is bad is when we know it's bad. When a bad check is received the postal service has a list of bad checks received and the checks are added to the list for postal employees to watch for and no longer accept checks from that customer.

32. Concern:

Why does the Postal Service sell passport pocketbooks?

Response:

To help bring in additional revenue.

33. Concern:

Why doesn't the Postal Service just concentrate on mail delivery and stop trying to be a retail store selling items that nobody wants.

Response:

The postal service offers items that also help promote the customers to use the post office for other needs in thier business and personal daily needs.

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. CBU's 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. However in order to ensure regular and effective service, the zip code will change to 45144.
4. A change in your PO Box Fees may be a result of this proposal.

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

Bentonville is an unincorporated community located in Adams County. The community is administered politically by Adams County. Police protection is provided by the Adams County. Fire protection is provided by the Manchester. The community is comprised of The community is mainly farming, retirees and self employed residents, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Bentonville Anti Horse Thief Society Bentonville Church of Christ in Christian Union Bentonville Harvest Festival Christians Across America Eckmansville Christian Church, O A P S E Rusty Nail Construction . Residents may travel to nearby communities for other supplies and services.

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

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

2. Concern:

Customer expressed a concern about nonpostal services.

Response: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

3. **Concern:** Customer expressed a concern about the history of the Bentonville Post Office.

Response: The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

4. **Concern:** Customer expressed a concern about the history of the Bentonville Post Office.

Response: The historic accomplishments of the previous postmaster of the Bentonville Post Office will always remain as part of history. The achievement of having the oldest setting postmaster and having the oldest postal employee is an honor that can never be taken away and will always be a part of the history of Bentonville. The current location of the postal facility that services Bentonville has its own history. The postal service has served the people of Bentonville from other locations that are also a part of history but these locations are no longer there or are used for other activities. The proposal to change the postal services in the Bentonville community will be another stage in history of the way residents are served by the Postal Service.

5. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: 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.

6. **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.

7. **Concern:** Customer expressed a concern about leaving money in the mailbox.

Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the 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.

8. **Concern:** Customers expressed a concern about the loss of a gathering place and information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

9. **Concern:** Customers expressed concern for loss of community identity.

Response: 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 community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.

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.

11. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

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. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

12. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

13. **Concern:**

Concerned why the Post Office would close this office when the employees at this office are very helpful.

Response:

The review of this office is no reflection on the performance of the employees at the Bentonville Office.

14. **Concern:**

Customer offered to work Post office for free for a year.

Response:

Thanked customer but explained that wouldn't be possible.

15. **Concern:**

Customer upset that only one person from the Postal Service attended the funeral of the postmaster. She had been honored as the oldest postal employee and the oldest postmaster.

Response:

Couldn't respond to why people never attended funeral. Sorry

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 passed away on July 06, 2010. 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 \$ 34,134 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 25,584
Fringe Benefits @ 33.5%	\$ 8,571
Annual Lease Costs	<u>+ \$ 1,500</u>
Total Annual Costs	\$ 35,655
Less Annual Cost of Replacement Service	<u>- \$ 1,521</u>
Total Annual Savings	<u>\$ 34,134</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

This is the final determination to close the Bentonville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Manchester Post Office, located five miles away.

The postmaster passed away on July 06, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Bentonville Post Office provided delivery and retail service to 28 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged four. 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 \$34,134 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 Bentonville Post Office and Manchester Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Bentonville 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 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Bentonville Post Office and Manchester Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/01/2011

Date



08/03/2011

OFFICER-IN-CHARGE/POSTMASTER
Bentonville Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Bentonville Post Office Final
Determination Docket No. 1354701 - 45105

Please post in the lobby the enclosed final determination to close the Bentonville Post Office. The final determination must be posted in a prominent place from 08/03/2011 through close of business on 09/04/2011. 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 09/05/2011.

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 (513) 684-5454.

Sincerely,

A handwritten signature in black ink, appearing to read "Bob Redden".

BOB REDDEN
POST OFFICE REVIEW COORDINATOR
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

Enclosures:
Final Determination Official Record

Postal Bulletin Post Office Change Announcement Form Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 08/03/2011

Date removed: 09/04/2011

No. of days posted: 32

Actual discontinuance date:

Official discontinuance date:

(Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

BEFORE CHANGE POST OFFICE INFORMATION

Post Office

Name and State: BENTONVILLE, OH

ZIP Code: 45105-9998 Finance no: 380672

County: ADAMS

Type of discontinuance:

Consolidate () Close (X)

Type of discontinued facility

Post Office (X)

Classified Station () Branch ()

Community Post Office (CPO) ()

Coordinator name: BOB REDDEN

Telephone: (513) 684-5454

AFTER CHANGE POST OFFICE INFORMATION

Administrative

Post Office: MANCHESTER

ZIP Code: 45144-9998 Finance no: 384844

County: ADAMS

Original name retained? Yes (X) No ()

New last line of customer address is:
BENTONVILLE OH,45144

Type of replacement service

Post Office () Route (X)

Classified Station () Branch ()

Contract Unit () Community Post Office (CPO) ()

Date:

(Location) District: CINCINNATI PFC

Mailing instructions for independent Post Office discontinuance. When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this *Postal Bulletin Post Office Change Announcement* form to:

RICHARD RUDEZ
RETAIL OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW ROOM 6806
WASHINGTON DC 20260-6806

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.

Headquarters entry: () TL () HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance.
Final determination for an independent Post Office must be posted for at least 30 days.



09/01/2011

DISTRICT MANAGER
CINCINNATI PFC
1591 DALTON AVE
CINCINNATI, OHIO, 45234-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
BENTONVILLE, 45105-9998 Docket No. 1354701 - 45105

This is to advise you that an appeal to the final determination to discontinue the BENTONVILLE has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations EASTERN Area
Government Relations and Public Policy