



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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: Jaeh A. Ripchick

Address: P.O. Box 231 ETNA, 13062

Telephone: 279-7234

Date: 5/2/2011

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 _____

Really NONE of your businesses.

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: Lois SWALES

Address: PO Box 282, ETNA NJ

Telephone: 607

Date: 4/29/2011

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
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h. Sending Express Mail	<input checked="" 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

CENTER OF COMMUNITY

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

- YES NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain: THE SERVICES ARE NOT THERE WHEN YOU NEED THEM - ONLY ON DELIVERY - NO PERSONAL CONTACT MINIMUM SERVICE AVAILABLE FOR PEOPLE WITH NO MEANS OF TRANSPORTATION

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

- Shopping WE CAN WALK TO ETNA P.O. - GOOD DAY
- Personal needs RETIRED
- Banking TRANSPORTATION IS HARD
- Employment YOU ARE REMOVING THE VITAL SERVICE
- Social needs THIS COMMUNITY NEEDS SO VERY MUCH

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

- Yes No NONE HERE POST OFFICE IS KEY

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

- Yes No

Name: TOM + ELLEN HARKNESS

Address: PO BOX 256 - 515 MAIN ST. ETNA, N.Y. 13062

Telephone: 607-347-4200

Date: APRIL 27/2011

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.

and inconvenience
Plus THE COST TO EVERYONE IN THE COMMUNITY TO HAVE LICENSES - LEGAL FORMS - BANKING FORMS - etc changed to CORRECT A PROBLEM IN YOUR MISMANAGEMENT - THE TOTAL HOURS OF TIME NEEDED TO CHANGE ALL ADDRESSES MODIFICATIONS TO ENSURE PROPER DELIVERY OF A SERVICE THAT IS FINE TO START WITH.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" 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 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 checked="" type="checkbox"/>	<input 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: I SPECIFICALLY OBTAINED A POST OFFICE BOX AT ETNA FOR THE INCREASED SECURITY + RELIABILITY. I HAVE LOST MAIL FROM MY RURAL BOX ON SEVERAL OCCASIONS AND I RECEIVE INCOME THAT WAY - UNEXCEPTABLE

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

- Shopping MALLS IN ITHACA
- Personal needs " "
- Banking ITHACA
- 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: WAYNE G. RICHARDS
Address: 13 SHELDON Rd FREVILLE NY 13068 (P.O. Box 458 ETNA, NY)
Telephone: 607-347-6511
Date: 4/28/11

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



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" type="checkbox"/>	<input 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

- a. Picking up government forms (such as tax forms) YES NO
- b. Using for school bus stop *I can do that?!* YES NO
- c. Assisting senior citizens, persons with disabilities, etc. YES NO

If yes, please explain:

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

If yes, please explain:

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 trijammer mall
- Personal needs _____
- Banking trijammer
- Employment _____
- Social needs _____

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

there aren't any other than the Post Office

- Yes No

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

- Yes No

Name:

Laura Daly

Address:

PO Box 539

Telephone:

Date:

4 May 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.

The Post Office is the ONLY heart of this community. There are occasional (maybe 6/year) events @ the "community center" but I've never attended. I AM at the Post Office every day.



Postal Service Customer Questionnaire

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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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

- YES NO

If yes, please explain:

DRYDEN PO, WARREN ROAD (BUT OUT OF THE WAY)



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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.



Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
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f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

Postmaster has come out to car to help 90 year old person.

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

If yes, please explain:

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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: L. FREDERICK KIRK

Address: P.O. Box 177, 3 CREEK RD, ETNA, NY

Telephone: 607-347-6681

Date: 5/4/11

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 UNDERSTAND ECONOMICS. BUT INSTEAD OF HURTING THE CUSTOMERS, THE USPS SHOULD ELIMINATE 25% OF MIDDLE AND UPPER MANAGEMENT. THE HOURS OF THE FREEVILLE POST OFFICE DO NOTHING FOR A PERSON THAT WORKS 8-5 M-F AND 1/2 DAY SATURDAY. IF MY STREET WAS SERVICED BY THE 13062 ZIP CODE, I COULD MAKE THIS WORK. BUT I LIVE 1000 FEET FROM ETNA POST OFFICE AND THE ROAD IS SERVICED BY ITHACA. I DO NOT LIVE IN ITHACA AND DO NOT WANT AN ITHACA ADDRESS. KEEP OUR ETNA ZIP CODE LIKE I DOWNSIDE, NY 14852



Postal Service Customer Questionnaire

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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 checked="" 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 checked="" 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain: _____

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

- YES NO

If yes, please explain: _____



Postal Service Customer Questionnaire

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

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Other Postal Services

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- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 mall, walmart
- Personal needs _____
- Banking HSBC
- Employment work
- Social needs visit friends

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

- Yes No

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

- Yes No

Name: _____

Address: _____

Telephone: _____

Date: _____

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



Postal Service Customer Questionnaire

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

Postal Services

	Daily	Weekly	Monthly	Never
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Other Postal Services

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- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 Ithaca, Dryden & Cortland
- Personal needs Ithaca, Dryden & Cortland
- Banking Ithaca
- Employment Ithaca but I work from home.
- Social needs Ithaca & Dryden

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: Jim Graney

Address: PO Box 242 Elm, NY 13062

Telephone: 607-347-4302

Date: 5/2/11

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

depends on the season (takes)

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

- YES NO

If yes, please explain:

not really - I would have to drive a ~~little~~ different route - waste more gas!



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: I like the security of the PO Box knowing that the sensitive material I receive is secure until I pick it up. Carrier Service anyone

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

- Shopping Cortland open my mail box or the box could freeze + I
- Personal needs Cortland Ithaca Syracuse can't get my mail
- Banking downtown Ithaca
- Employment self-employed - clients are in the
- Social needs dryden Etna area

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: Maureen Anguish
Address: PO Box 428 Etna NY 13062
6073190762
Telephone: 4/28/11
Date:

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



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 Ithaca
 Personal needs
 Banking Dryden
 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: Eileen Martin

Address: Po Box 179

Telephone: 347 4317

Date: 5-5-11

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



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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"/>
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d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" 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 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) YES NO
- b. Using for school bus stop YES NO
- c. Assisting senior citizens, persons with disabilities, etc. ? YES NO *I'm 80yrs.*

If yes, please explain: *If anyone needs help I would help.*

- d. Using public bulletin board YES NO
 - e. Other YES NO
- If yes, please explain: _____

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

YES NO

If yes, please explain: *Ithaca P.O. near Airport but delivery is slower than mail from Etna Po*

Please keep this one open.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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

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

- Yes No

I'VE ONLY LIVED HERE 9 MONTHS. BUT DO USE CULLIGAN WATER

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

- Yes No

Name:

Mrs. Alice B. Tessaglia

Address:

PO Box 477
Etna, NY 13062

Telephone:

1-(401) 725-9143

Date:

5-5-11

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



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

- YES NO

If yes, please explain:

Freeville P.O., but Etna is more convenient.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: The local P.O. is very convenient. We maintain both personal & business boxes, and it is nice to have the mail separate.

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 _____
- C.i.e. Etna

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: SHERYL A. ENGLUND

Address: P.O. BOX 225 ; ETNA, NY 13062

Telephone: 607-347-4836

Date: 5/6/11

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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: Sheryl Englund

Address: P.O. Box 245 Etua 13062

Telephone: 347-4836

Date: 5/6/2011

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

↙ six months

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

person to closest post office for mail services.

provide transport to a disabled

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

If yes, please explain:

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

This office is closest to my home and I YES NO

If yes, please explain:

almost never go thru Freeville



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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"/> <i>occasion</i>
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 <i>- not sure what this is...</i>	<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"/> <i>occasion</i>
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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 - Ithaca _____
- Personal needs - Ithaca _____
- Banking - Ithaca _____
- Employment - Ithaca _____
- Social needs - Ithaca _____

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: Jessica Evett-Miller

Address: P.O. Box 284, Etna, NY 13062

Telephone: _____

Date: May 3rd, 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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" 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 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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: Susan Morse

Address: 7 Sunset West Circle Ithaca NY 14850

Telephone: 607 347 4860

Date: 4/29/11

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

YES NO

If yes, please explain:

Ithaca Post Office on Warren Rd



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: prefer using POBox

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 POST OFFICE

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

- Yes No

Name: JOHN CROCKETT

Address: POBox 290 ETWA, NY 13062

Telephone: 607-592-4244

Date: 5.3.2011

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 NO. 1362780-13062
ITEM NO. 22
PAGE 99

Crockett
Box 290

Additional Comments:

Without an operational Post Office, the Etna Hall, may be forced to remain closed during the winter season. Leaving no space/location for community events.

Having a post office in town allows for mailing needs to be handled during its hours of operation. Whereas, a carrier's service would be confined to their delivery time.

Is the closing of the Post Office really going to be a cost savings for the USPS? Currently, we as residents pay for our mail to be delivered, thru post office box fees and using our gas to pick up our mail at the office. This change would mean the USPS would have to pay a driver for more stops and more mileage. So instead of us paying the USPS, the USPS would be paying a carrier.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" type="checkbox"/>	<input 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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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: RICHARD L. DEEB

Address: P.O. B. 259 ETNA, N.Y 13062

Telephone: (607) 347-4291

Date: 4/28/11

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



Postal Service Customer Questionnaire

occasional as needed

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 checked="" 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 *Etna Comm. Assoc*
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO
 - e. Other YES NO
- If yes, please explain: *critical for our community association activities. No other public facility in Etna to do this.*

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

- YES NO

If yes, please explain:

I am one of many Etna residents who work in the area of/at Cornell University. There is no post office on the direct route to Cornell U. or in any of the adjacent stores or shopping areas.

If a box at Freeville - my work hours would prevent me from ever getting my mail. NOT an option for me.

meeting held when most patrons
at work - big impact on
attendance



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain: live at 11 Fall Drive - there is no delivery there - boxes at Fairville or Stroud would warrant a 6-10 mile round trip at least 3 times a week (extra gas expense and I am senior on fixed income)

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

- Shopping East Hill / Cornell area - no post office there
- Personal needs
- Banking (seldom - do on-line mostly) East Hill / Cornell area
- Employment (3 days a week) East Hill / Cornell area - no post office
- Social needs

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

- Yes No

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

- Yes No

Name: SHARON SEARLES

Address: PO BOX 517 (11 FALL DRIVE) ETNA NY

Telephone: (607-342-6412)

Date: 5/5/11

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

This form is so standardized it is difficult to use. Individual and community needs are much too generalized in some cases and too specific in others. e.g. - I pick up my mail more than weekly, but not daily! The unique roll that our Etna Post Office plays in our community (THE HUB) cannot be expressed on this form either.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

It is a community resource center - notices

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

- YES NO

If yes, please explain:

posted, daily conversations with other postal patrons, sharing information, keeping a sense of "community."



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

Better

Just as Good

No Opinion

Worse

If yes, please explain: We live on a major highway - trying to maintain a box out front with snow plowing etc

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? letters in that box - my address is Etna - No Freeville!

- Shopping
- Personal needs
- Banking
- Employment
- Social needs Some

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

Yes No - the church

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

Yes No still the church

Name: Judy Auble-ZAZZARA
Address: PO Box 483 Etna NY 13062
Telephone: 607-347-4700
Date: 5-2-11

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.

This office has been a profitable office for all the years I have lived here. The Postmaster from 1957 or 1959 Dorothy Poole had a good business, I was next, Paul Varduzen next - we had worked hard to get and keep customers with knowledgeable good service. I believe it takes a manager to do that. The Post Office is a center of activity for many people and a good place for many

NO. 1562780-15062
NO. 22
AGE 106

Business people. Many customers use the Etna Post Office because they are treated with respect and get answers to their questions. We Always strived to teach folks about services available and just why the Postal Service is their best choice for any mail service. During my service as Postmaster, we had 6 bulk mailers and 2 business reply accounts.

I realize the face of business has changed. But the closing of an office that has been profitable for many (if not all) it's years with a Postmaster in place does not sound wise.

Most of the people of Etna would be Ithaca customers, with Ithaca rural deliveries. I would estimate 80 to 85 % work at Cornell University and do not pass by another office. Their travel would be south west away from access to any Post Office. Many of our current customers have had difficulties trying to get mail questions answered and proper service from the Ithaca area, so they come to Etna to solve these problems.

There are 60 plus people here with no other form of delivery and have a free Post Office Box. The other 100+ pay the Postal Service to deliver their mail to their PO Box-postal revenue-now you want to turn it around and pay rural carriers salary and mileage to deliver to them?? Sounds as costly as a Postmaster to me if you include loss of business out of the district and the availability of Fed Ex and UPS.

I guess us "Postmasters" have always thought Etna was a high service, high income (Level 13) responsive to our local business people, kind of office. We felt our cost to the USPS was probably pretty low by comparison. Making us profitable and a genuine asset to the bottom line. Lacking an experienced business professional (a Postmaster) has probably hurt our numbers plenty.

I am proud to have served since 1978 until 2005. My desire is to have a Postmaster placed in Etna and let the great service continue.

Judith A. Auble-Zazzara
Postmaster Retired



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings YES NO *via ECA*
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

a community meeting place + public area for political meetings

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 *Etna offers only*
- Banking *The P.O. as a*
- Employment *primary business*
- Social needs *entity.*

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: Michael Brandt + Jen Sage

Address: PostBox 463, Etna

Telephone: 607 279-9588

Date: 5/1/11

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

Closing these small post offices cannot significantly impact the financial well-being of the USPS. In Etna, the clerk will simply be reassigned elsewhere, saving no money. Labor costs will increase at the Freville PO as clerks + carriers strive to support more patrons. Many of us will simply switch to UPS for convenience. Closing the Etna P.O. is a thoughtless, pointless exercise in... + It undermines credibility of the federal govt.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 checked="" 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 checked="" 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

YES NO

If yes, please explain:

FREEVILLE WHEN GOING TO CORTLAND
DRYDEN WHEN GOING THRU DRYDEN



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: CHANGE OF ADDRESS, FURTHER COMMUTE TO PO

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

- Shopping ITHACA (AT TIMES) (IRREGULAR)
- Personal needs
- Banking
- Employment
- Social needs ITHACA (AT TIMES) (IRREGULAR)

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: NOSEDA D SALOMON

Address: PO BOX 138 ITHACA NY 13062

Telephone: 607 280 0392

Date: 5 MAY 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.

BOOKET NO.

1362780-13062

DATE NO.

~~22~~

NO.

~~111~~

To Michelle Kaul & colleagues:

"We trained hard - but it seemed that every time we were beginning to form up into teams we were reorganized. I was to learn later in life that we tend to meet any new situation by reorganizing, and what a wonderful method it can be for creating the illusion of progress while actually producing confusion, inefficiency, and demoralization."

-- Petronius Arbita

210 B.C.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 (NO GENERAL DEL.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

POST BUSINESS INFORMATION "CRACKERMAN OF ETNA"

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: TIMING OF MAILING TO MEET CUSTOMER NEEDS

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

- | | | | |
|-------------------------------------|----------------|---|-----------------------------------|
| <input type="checkbox"/> | Shopping | } | <u>NOT PROVIDED IN ETNA</u> |
| <input type="checkbox"/> | Personal needs | | |
| <input type="checkbox"/> | Banking | | |
| <input type="checkbox"/> | Employment | | |
| <input checked="" type="checkbox"/> | Social needs | | <u>ETNA COMMUNITY ASSOCIATION</u> |

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: CRACKERMAN OF ETNA JOHN BENDER

Address: PO BOX 208

Telephone: 607-347-4351

Date: 5-4-2011

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.

5-5-2011

Michelle Krul
Mgr. Post Office Operations

Our primary concerns:

Cost of Changing, Calling Cards, Letter head,
Correspondance for local, state &
international correspondance.
Product labeling

We are a business. "Crackerman of Etna"
unique to the state of N.Y.

Product, 12 kinds of Crackers.

Having a Post Box for business correspondance
is a necessary thing. We can't use
home address because of zoning.

To satisfy customer needs timing is
critical. We respond to phone call orders
from any place. We use the Post Office
throughout the day, and any day.

John Bender

Crackerman of Etna
P.O. Box 208
Etna, N.Y. 13062



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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"/>	AS NEEDED X
b. Mailing Letters	<input checked="" type="checkbox"/> OR	<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"/>	X
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"/>	X
h. Sending Express Mail <i>PRIORITY</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better
 Just as Good
 No Opinion
 Worse

If yes, please explain: A CHANGE FROM BOX SERVICE WOULD MEAN HUNDREDS OF PEOPLE WOULD NEED TO CHANGE THEIR ADDRESSES AT THOUSANDS OF BUSINESSES, SERVICES, AND PERSONAL CONTACTS. THIS INCLUDES ALL DRIVERS LICENSES, VEHICLE REGISTRATIONS AND INSURANCES.

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

- Shopping DRYDEN, CORTLAND, LANSING, ITHACA.
- Personal needs DRYDEN, CORTLAND, LANSING (TRIPHAMMER ROUTE 13 AREA), ITHACA
- Banking DRYDEN, ITHACA
- Employment RETIRED, BUT TO SEEK EMPLOYMENT, I'D HAVE TO GO OUT OF ETNA
- Social needs DRYDEN, ETNA (THOUGH TWO ARE TECHNICALLY FREEVILLE ADDRESSES), ITHACA

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

- Yes No

NOT MANY/ANY LOCAL BUSINESSES IN OR AROUND POST OFFICE. A CHURCH IS NEXT DOOR. THE POST OFFICE HAD BEEN PART OF A GROCERY STORE. WHEN IT BURNED DOWN THE POST OFFICE MOVED INTO THE COMMUNITY CO.

- Yes No

Name: DONNA S. VANTINE

Address: 21 WOOD RD, PO BOX 449, ETNA, NY 13062-0449

Telephone: 607-347-4579 (LEAVE MESSAGE)

Date: 4/30/11

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.



Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never	As Needed
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
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"/>	X
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

It is one of the local points of the community. I have no home delivery, so I rely on the Post Office for all my needs.

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current 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 Depends on what I need & where it is available
- Personal needs The mall, downtown, etc
- Banking credit union
- Employment work
- Social needs local hangouts in community

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 If you close the Post office, I'd still have to use them since the PO would be closed.

Name: Robert A. Vantine

Address: 22 Wood Rd, PO Box 508, Etra, NY 13062

Telephone: 607-283-3240

Date: 5/4/11

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.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 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 checked="" 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
- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

Post office is located in ETNA Community Center

2. Do you pass 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 have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

If yes, please explain: We trust the mail to be secure at the post office
Probably not at the trailer park.

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: Skip Thorne

Address: PO Box 486 3 PARKE AVE ETNA NY 13062

Telephone: 607-347-4996

Date: 5-5-2011

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.



04/25/2011

POSTAL CUSTOMER
ETNA POST OFFICE
ETNA, NY 13062

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service. *hedging*

The Postmaster at the Etna Post Office retired on 07/30/2010. The Office is being studied for possible closing or consolidation for the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels. *This is not a reason to close **

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 Freeville Post Office. *The Freeville PO at West is just a close to me.*

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 Freeville Post Office, located 2.7 miles away. Hours of service at this office are 08:00 to 11:00 and 12:00 to 16:45, Monday through Friday, and 09:00 to 12:00 on Saturday. Post Office box service is available at this location at the same fees. *less convenient hours*

SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS: * Mailing Packages, * Purchasing Stamps By Mail, * Purchasing Postal Money Orders, * Special Services, * Holding Mail. *NOT SECURITY OF MAIL*

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/05/2011 using the pre-addressed envelope provided or at the community meeting. *WHY ONLY 58 DAYS TO RETURN SURVEY?*

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Etna Post Office Lobby (open house style format) arrive anytime on Thursday, May 05, 2011 from 10:00 a.m. to 12:00 p.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time. *When many people are at work.*

If you have any questions, you may call Nadine Tremblay at (518) 452-4085.

Thank you for your assistance.

Sincerely,

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

Community meeting not yet mentioned in this letter

*** what value does the survey have before we have drawn conclusions.*

Enclosures:

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

** This essentially says we are considering closing this PO because we are considering closing it.*

*BNeed
PA Box 196*

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o
re
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NOT ENCLOSED (unless) ENCE IN Box

1362780-13062

22
122

SUMMARY OF POST OFFICE CHANGE REGULATIONS

They have not been "fully" disclosed.

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. *We have not seen a proposal that does this.*

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 Rate Commission in Washington, DC. The Postal Rate 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.

PUBLIC NOTICE OF PROPOSAL
60-day public posting of proposal and invitation for customer comments
written responses to customer comments
review by lower level postal management
decision by senior level postal management

rec'd 27 Apr 2011

PUBLIC NOTICE OF FINAL DECISION
30-day public posting of final determination

*Comments until 26 June 2011
posting cannot be before 26 June 2011 and should be some time after that for full consideration of comments rec'd at the end of the 60 days*

*Her
to
Jul*

Customers have 30 days to appeal the decision to the Postal Rate Commission

The Postal Rate Commission shall render a decision within 120 days

Discontinuance shall not be sooner than 60 days after posting the final decision

after 25 Aug

after 24 Nov



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ETNA 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 <i>none so far, but I have not had packages to mail</i>	<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 <i>NA</i>	<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 <i>NA</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail <i>NA</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material <i>NA</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

- YES NO

If yes, please explain:

*Between me and my job there are 2 POs
 Between me and shopping at least 2*

But I don't drive to work every day.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

- Better Just as Good No Opinion Worse

yes what's?

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 | Ithaca or Dryden |
| <input checked="" type="checkbox"/> | Personal needs | u u |
| <input checked="" type="checkbox"/> | Banking | u u |
| <input checked="" type="checkbox"/> | Employment | Dryden |
| <input checked="" type="checkbox"/> | Social needs | Ithaca or Dryden |

5. Do you currently use local businesses in the community? *This is the only local business*
 Yes No
If yes, would you continue to use them if the Post Office is discontinued?
 Yes No

Name: Barbara Need

Address: 79 Lower Creek Rd #1 / PO Box 196 Etna, 13062

Telephone: 607 347 4348

Date: 5 May 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 NO. 1362780-13062
ITEM NO. 22
PAGE 125

I do not feel that the material we have seen is responsive to the community needs or addresses any questions about the effect of closing the Etna Post Office on the community or the employees. There is no indication in the letter that the Postal Service knows what those needs are or those effects will be. There has been no financial disclosure nor any clear explanation of why this closure is deemed necessary. The community meeting scheduled for 5 May 2011 seems geared toward telling us how much better the proposed new service is than listening to our needs or providing reasons for this "tentative" and "possible change." The Post Office has a long history in Etna, though others can speak more directly to that. I am new to Etna, having moved here in August 2010, and I have enjoyed using my Post Office daily and I am very pleased by the service it provides. If I have a problem, I can speak directly with a representative of the USPS and get my problem resolved promptly—something that was not true in Chicago, where I lived for more than 20 years. In addition, I feel certain that mail sent me will reach me (when properly addressed), and I know that any mail I send out will reach the addressee promptly, again, not something that was true when I lived in Chicago.

Barbara Need
PO Box 196
Etna, NY 13062

The notice we received was not clear about the stage of this process.

RE: Etna NY
Docket# 1362780-13062
Item 22
Page 126

May 16, 2011

Memo to the record. On 05/05/11 at 4:00 pm, received a call from Maude Ruth @ (607) 347-6444. She wanted to know up to July 30, 2010, what was cost to run the office, PM salary, cost to delivery 165 deliveries plus salary and gas. Cost of utilities, rent, and insurance. Also wanted to know when the hiring freeze occurred.

On 05/10/11, at 2:43pm, returned call, and Maude Ruth was not available. Called again on 5/11/11 at 2:15 p.m. and explained that financial information is considered proprietary at the point of a study, but would be disclosed if a formal proposal to close is pursued. Also explained that hiring freeze for management was in anticipation of reorganization..

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

RE: Etna NY
Docket# 1362780-13062
Item 22
Page 127

May 16, 2011

Memo to the record. On 04/28/11 at 2:06 pm, received a call from Judy Lazarro (spelling?) @ (607) 347-4700. She wanted to know who to address a petition to, and wanted the name of the District Manager.

Returned call, and advised to send petitions directly to me at 30 Karner Rd, Albany NY 12288, to ensure that they are entered into the official record. Also advised that the District Manager will see the petitions.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

RE: Etna NY
Docket# 1362780-13062
Item 22
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May 16, 2011

Memo to the record. On 04/28/11 at 8:27 am, received a call from Maude Rith (spelling?) @ (607) 347-6444 or Maude.rith@gmail.com. No question was left.

Returned call and asked to leave a specific question in order to better assist.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the ETNA Post Office on 04/25/2011. Additionally, during the survey period, questionnaires were available at the ETNA Post Office to walk-in retail customers.

1. Number of Questionnaires

Total Questionnaires distributed	<u>159</u>
Favorable to proposal	<u>6</u>
Unfavorable to proposal	<u>35</u>
Expressing no opinion	<u>18</u>
Total questionnaires received	<u>59</u>

Postal Concerns

The following postal concerns were expressed

- Concern (No Opinion):**
Customer expressed a concern about lack of financial disclosure.

Response:
Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
- Concern (No Opinion):**
Customer expressed a concern about not having street delivery.

Response:
Per the cover letter that was included with the questionnaires, an extension of rural delivery would be afforded to customers of the Etna community.
- Concern (No Opinion):**
Customer expressed a concern about package delivery and pickup

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
- Concern (No Opinion):**
Customer expressed a concern about the Summary of Post Office Change Regulations that was printed on the back of the community meeting notice.

Response:
A community meeting is conducted as an informational session during a study for a possible proposal to discontinue a post office. The Summary of Post Office Change Regulations flow chart begins at such time that an official Public Notice of Proposal is posted for a 60-day comment period.
- Concern (No Opinion):**
Customer felt that the questionnaire was too standardized.

Response:
Your opinion has been duly noted in the official record.
- Concern (No Opinion):**
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 (No Opinion):**
Customers expressed a concern that the hours of the meeting had an impact on attendance.

Response:
There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
- Concern (No Opinion):**
Customers expressed concern for those customers with disabilities who are not able to go to Freeville 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 (No Opinion):**
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.
- Concern (No Opinion):**
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.
- Concern (No Opinion):**

Customers said they would miss the special attention and assistance provided by the personnel at the Freeville Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed.

12. **Concern (No Opinion):**
Customers were concerned about a change of address.

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

13. **Concern (No Opinion):**
Customers were concerned about later delivery of mail.

Response:

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 we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 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.

14. **Concern (No Opinion):**
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.

15. **Concern (No Opinion):**
Customers were concerned about obtaining services from the carrier.

Response:

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

16. **Concern (No Opinion):**
Customers were concerned about permit mailing.

Response:

Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

17. **Concern (No Opinion):**
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 . 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.

18. **Concern (No Opinion):**
Customers were concerned about the mailboxes being damaged by snowplows.

Response:

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 by snowplows.

19. **Concern (No Opinion):**
No Concern.

Response:

20. **Concern (No Opinion):**
You 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.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**
Customer submitted quote from Petronius Arbiter 210 B.C.
Response:
The document has been duly entered into the official record.
2. **Concern (No Opinion):**
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 Etna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern (No Opinion):**
Customers felt the loss of a post office would have a detrimental effect on the business community
Response:
Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

Community Meeting Roster

Date: 05/05/2011
 Time: 10:00 a.m.

Postal Service Representative (Names and Titles):

Michelle Knul ROOM
~~Maureen MAUREN~~
~~Jenny Leary Postmaster Locke~~

Total Number of Customers Present:

32

Place: Etna Post Office Lobby (open house style format) arrive anytime

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
Skip Thorne	Po box 486	13062	607-347-4996
Barbara Anderson	^{53-420 RTH} Homer, NY	13077	607-749-4274
Dorothy Pore	P.O. Box 537 Etna NY	13062	607 273-2154
Linda Baulon	Box 167	Etna NY 13062	607 8575364
Terre Dennis	18 Tompkins St	PORT JEFFERSON NY 12548	Congressman Higgins office
Judith Noble-Zazzara	PO Box 483	13062	607-347-41700
SANDY Zagan	Box 505	13062	607-347-4700
MICHAEL Brandt	P.O. Box 463	13062	607 279-9588
Ken Sage	"	"	"
Lena Cooper	205 upper level Rd	Florence 13068	607-347-4735
Sharon Beardslee	PO BOX 517	Etna NY 13062	607-342-6412
Chris Tessyria-Hymes	PO Box 488, Etna, NY	13062	607-351-5740
SHEILA TAMMELIN	P.O. BOX 536 Etna NY	13062-0536	UNLISTED
Stephanie Crockett	P.O. Box 290 Etna NY	13062	585-7508476
Barbara Need	PO Box 196 Etna NY	13062	347-4348
Scott Connor	Cottland Standard	13045	
Maureen Anguish	PO Box 428 Etna 13062	13062	6073190762
Richard DeB	57 upper Cr. Rd	Etna 13062	607-347-4291
Jenny Geer	568 Main St	" "	607-347-9803

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 (No Opinion):**
Customers stated that they have no control over the office being vacant.
Response:
Your statement will be duly noted in the official record.
2. **Concern (No Opinion):**
Customer stated that the office is a level 13 office without rural routes and has a high revenue.
Response:
Your statement will be duly noted in the official record.
3. **Concern (No Opinion):**
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.
4. **Concern (No Opinion):**
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 (No Opinion):**
Customers expressed concern that postal employees at the Freeville 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.
Concern (No Opinion):
6. **Concern (No Opinion):**
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 of approximately totalsavings. 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 (No Opinion):**
Customers were concerned about a change of address
Response:
Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
8. **Concern (No Opinion):**
Customers were concerned about having to make an address change on their bank checks and stationery
Response:
Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
9. **Concern (No Opinion):**
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 (No Opinion):**
Customers were concerned about the mailboxes being damaged by snowplows
Response:
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 by snowplows.
11. **Concern (No Opinion):**
Customers stated that they wanted to be informed of any decisions through the Community Center and not the Postal employee at the retail counter.
Response:
The Postal Service is required to notify customers of potential change in mail service through proper protocol.
12. **Concern (No Opinion):**
Customer stated the time the Community Meeting was held was not a good time and did not allow for those customers coming from Cornell University to attend.
Response:
There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
13. **Concern (No Opinion):**
Customer stated the service was faster when items were mailed from the Etna Post Office rather than the Ithaca Post Office.
Response:
Your statement will be duly noted in the official record.
14. **Concern (No Opinion):**
Customer stated Postal Service wages and benefits should be cut.
Response:
Your statement will be duly noted in the official record.
15. **Concern (No Opinion):**
Customer expressed concern for the hours of operation at the admin. office
Response:
Your statement will be duly noted in the official record.
16. **Concern (No Opinion):**
Customer stated that the office should remain open and used to train new OICs.
Response:
Your statement will be duly noted in the official record.
17. **Concern (No Opinion):**
Customers were concerned about permit mailing
Response:
Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
18. **Concern (No Opinion):**
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.
19. **Concern (No Opinion):**
Customers wanted the post office to stay the same and wanted the Postmaster position to be filled.
Response:
There is a hiring freeze on all management positions in anticipation of the reorganization efforts.
20. **Concern (No Opinion):**
Customer expressed a concern about whether or not the Postal Service was doing everything it could to make the small offices profitable such as selling ties, pins, etc.
Response:
The Postal Service is not permitted to sell certain items in certain Post Offices due to legislation.

Nonpostal Concerns

1. **Concern (No Opinion):**
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 Etna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.



May 16, 2011

RE: Etna NY

Memo to the record. This is a place card for item 26 Community meeting letter (If community meeting held prior to questionnaire) Meeting was held after questionnaires were sent.
Reference item 21.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

DOCKET NO. 1362780-13062

ITEM NO. 27

PAGE 1

MR ED PHELAN
DISTRICT MANAGER
UNITED STATES POSTAL SERVICE
30 KARNER ROAD
ALBANY NY 12288

JULY 13 2011

MR PHELAN

PLEASE FIND ENCLOSED A COPY OF THE PETITION THAT HAS BEEN IN THE ETNA COMMUNITY HALL VESTIBULE SINCE LATE APRIL 2011. THIS IS A SHARED SPACE WITH THE ETNA POST OFFICE. THE SIGNATURES OF CUSTOMERS AND INTERESTED INDIVIDUALS ARE ALSO ENCLOSED ABOUT 290, THE PETITION IS STILL AVAILABLE FOR SIGNING.

THIS REPRESENTS JUST A SMALL NUMBER OF PEOPLE THAT ARE CONCERNED ABOUT THE POSSIBILITY OF CLOSING THIS OFFICE. ETNA IS A CONVENIENT MAILING AND DELIVERY FACILITY AND A HUB IN OUR COMMUNITY. PLEASE CONSIDER THE CUSTOMERS THAT WILL BE DISPLACED AND HAVE TO TRAVEL TO OBTAIN SERVICE IF ETNA IS CLOSED.

WE HAVE FORWARDED A COPY OF THIS PETITION TO M. KRUL AS SHE WAS THE MANAGER AT THE MEETING HELD IN ETNA ON MAY 5 2011.

SINCERELY,



JUDITH A AUBLE-ZAZZARA FOR:
THE CUSTOMERS OF THE ETNA AREA POST OFFICE
PO BOX 483
ETNA NY 13062

CC M KRUL

RICHARD L. HANNA
24TH DISTRICT, NEW YORK

COMMITTEE ON EDUCATION
& THE WORKFORCE

COMMITTEE ON
TRANSPORTATION & INFRASTRUCTURE
HIGHWAYS & TRANSIT SUBCOMMITTEE
VICE CHAIR

NORTHEAST AGRICULTURE
CAUCUS, CO-CHAIR

Congress of the United States

House of Representatives

Washington, DC 20515-3224

WASHINGTON OFFICE:
315 CAPITOL BUILDING
WASHINGTON, D.C. 20515
PHONE: 202-225-3665
FAX: 202-225-1891

DOCKET NO. 1362780-2010
ITEM NO. 28
PAGE 1
May 16, 2011

DISTRICT OFFICE:
258 GENESEE STREET
UTICA, NY 13502
PHONE: 315-724-9740
FAX: 315-724-9746
<http://hanna.house.gov>

Ms. Michelle Krul
Manager, Post office Operations
30 Karner Road
Albany, New York 12288-9992

*Uyirri - Dist Myr
Ed Ambron
- Marleen Marcin
Nadine -
For the
Package.
Etna
Michela*

Dear Ms. Krul,

I have received the enclosed letter from my constituent, Judith A Auble-Zazzara who is a retired Postmaster with the Etna, New York Post Office concerning possible future changes in the way that Etna, New York residents will receive postal service. Although at this time no conclusion has been reached, there is great concern in the greater Etna community.

My Cortland Regional Director, Terre Dennis attended the meeting which was held on May 5, 2011 in the Etna, NY Post Office hosted by the USPS in which you were present.

It is my understanding that many thoughtful objections were raised by those in attendance. The points of concern were very sensible in their effort to keep the service in Etna, NY the way it currently is being served. I also understand that the Etna, NY Post Office has a history of being financially successful and remains so.

I trust that all the information gathered by you and your co-workers during this important meeting will be reviewed very carefully. I would like to indicate my interest on behalf of my constituents residing in the Etna community and request that every consideration is given prior to any decision that will impact so many.

Please keep my office advised in this matter and please let me know if I can be of assistance to you. I am grateful for your consideration and look forward to your reply.

Please respond to me at: Richard Hanna
18 Tompkins Street
Cortland, New York
Phone: 607-756-2470
Fax: 607-756-2472

Thank you for your interest.

Sincerely,



Richard Hanna
U.S. Representative

RH: td

May 11, 2011

Congressman Richard Hanna
18 Tompkins St
Cortland NY 13045

Dear Senator Hanna:

The US Postal Service has served notice to the customers of the Etna NY Post Office of a proposal to close or consolidate the post office. It is doing so under provisions of the Postal Reorganization Act of 1970 and federal law, and over our objections.

Under provisions of the act, the Postal Service is obligated to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not self-sustaining. The Postal Service's proposed action will not serve the best interests of our postal customers.

The initial letter (please see enclosed copy) states that the USPS would like our opinion about possible changes in providing service. One idea is to provide rural delivery. We do not feel we will be getting the maximum service the Postal Reorganization Act calls for. We are concerned about the security and safety of our mail, the inconvenience of having to travel to purchase stamps, mail parcels or purchase money orders. The sending and receiving of certified, insured and otherwise accountable mail is a concern for all customers in Etna.

We understand notices that require a trip to the serving post office, which in our case would be Ithaca or Freeville a ten or six mile trip respectively, and the handling of our mail by a non-career carrier plus the loss of identity of our community are huge concerns for all of us.

Consolidation with the Freeville Post Office was also suggested as a solution to their problem. At present the majority of Etna customers pay the Postal Service to deliver their mail, they want to now relinquish that income and pay someone to deliver mail to us at the street. Plus they would have to pay to staff the office anyway. We protest the loss of our Postmaster and community identity. A higher level clerk in charge would command nearly as much salary as a Postmaster. We understand one of the reasons we are being considered for these changes is the absence of a Postmaster, that the USPS has not provided. Traditionally Etna has been a profitable office when a dedicated Postmaster was in charge.

We appreciate your consideration of our position, we had just one week to consider the ramifications of this action, or we surely would have asked for you or your representative to attend this meeting of 5/5/2011. We appreciate any support you can give us in our fight to retain our post office in the same status it has existed in since 1823, a regular US Post Office operated by a Postmaster. Thank you.

Sincerely,

Judith A Auble-Zazzara PO Box 483
Postmaster Retired Etna NY 13062

RICHARD L. HANNA
24TH DISTRICT, NEW YORK

COMMITTEE ON EDUCATION
& THE WORKFORCE

COMMITTEE ON
TRANSPORTATION & INFRASTRUCTURE
HIGHWAYS & TRANSIT SUBCOMMITTEE
VICE CHAIR

NORTHEAST AGRICULTURE
CAUCUS, CO-CHAIR

Congress of the United States

House of Representatives

Washington, DC 20515-3224

DOCKET NO.

ITEM NO.

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3

WASHINGTON OFFICE:
319 CANNON H.O.B.
WASHINGTON, D.C. 20515
PHONE: 202-225-3665
FAX: 202-225-1891

DISTRICT OFFICE:
258 GENESEE STREET
UTICA, NY 13502
PHONE: 315-724-9740
FAX: 315-724-9746
<http://hanna.house.gov>

June 7, 2011

Ms. Michelle Krul
Manager, Post Office Operations
30 Karner Road
Albany, NY 12288-9992

Dear Ms. Krul,

I have received the enclosed letter from my constituent, Barbara Van Dusen, who is a retired Postmaster with the Etna, New York Post Office concerning possible future changes in the way that Etna, New York residents will receive postal service. Although at this time no conclusion has been reached, there is great concern in the greater Etna community.

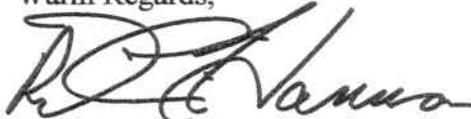
My Cortland Regional Director, Terre Dennis, attended the meeting which was held on May 5, 2011 in the Etna, NY Post Office hosted by the USPS in which you were present.

It is my understanding that many thoughtful objections were raised by those in attendance. The points of concern were very sensible in their effort to keep the service in Etna, NY the way it currently is being served. I also understand that the Etna, NY Post Office has a history of being financially successful and remains so.

I trust that all the information gathered by you and your co-workers during this important meeting will be reviewed carefully. I would like to indicate my interest on behalf of my constituents residing in the Etna community and request that every consideration is given prior to any decision that will impact so many.

Please keep my office advised in this matter and please let me know if I can be of assistance to you. I am grateful for your consideration and look forward to your reply. Please respond to me at Richard Hanna, 18 Tompkins Street, Cortland, NY, 13045, by phone at (607) 756-2470, or by fax at (607) 756-2472.

Warm Regards,



RICHARD HANNA
U.S. Representative

RH/dr

DOCKET NO. 1362780-13062
ITEM NO. 28
PAGE 4

Hon. Richard Hanna
18 Tompkins ST
Cortland NY 12045

May 22, 2011

Barbara Van Dusen
Postmaster Retired
5542 US Route 11
Homer NY 13077

Re: July 21—probable closing of the Etna Post Office 13062

How many businesses would like their customers to enter their building every day, probably everyone, except the United States Postal Service. What a great opportunity to connect and know each customer's needs on a daily basis. "Good morning Mrs. Johnson, I heard you daughter is going to be married. How wonderful, have you seen the new love stamp?" How about a new business just starting? "We are here to help your business grow". These customers are also paying box rent to come to your office every day! Of course this takes a special astute person.

A box by the curbside doesn't provide this personal service; neither does a kiosk. As the "big boys" of the USPS continue with their ancient vendetta to get rid of all "small rural offices", they may as well change their name too. **SERVICE** is no longer part of their name. The "footprint" should be growing, not dying.

I have served the USPS and the Etna community, as other postmasters before me, with everything I had. I tried to manage the office the best way possible and made that post office a **great** place to do business. While postmaster the Post Office Operations Manager told me he had 75 post offices under him, only **4** were making a profit. **ETNA WAS #1!!** Is this were we start saving the budget? Is this how we reward the postmasters that have dedicated themselves to positively projecting the image of the USPS and making a profit? This is not the way to encourage other employees. We've losing the value of "hard work does pay".

The **community** was also the landlord and came through with timely repairs and support in good faith. Do they want all landlords to see the writing on the wall? If this postmaster gets sick or retires they are going to close this office anyways, so why bother to do repairs. What kind of post offices would we have to do business in then?

USPS: There is an estimated (?) annual saving to place this office on a rural route

POSTMASTER (R): I've already proved this cliché wrong for this office.

USPS: There is not a good resource for postmaster replacements.

POSTMASTER (R): I've worked in about 28 different offices, I know the people out there wanting to advance and in two of those offices I worked with **extensive** Officer in Charge waiting lists! This is a highly competitive and sought after position.

I'm very discouraged to leave the USPS due to ill health and have my legacy as postmaster so tarnished. The community and loyal customers (many of which were businesses) that I was so dedicated to are just being tossed aside like they meant nothing at all. If the USPS does this across the nation, they will only exasperate the problems facing them.

Respectively,



Barbara J. Van Dusen

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-____, Minimum, no COLA)	\$ 36387
Fringe benefits 33.5%	\$ 12188
Rental costs, excluding utilities	\$ 4480
Total annual costs	\$ 53049
Less estimated cost of replacement service	- 4597
Total annual savings	\$ 48452

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

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

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

List other factors as appropriate.

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:

Andres Semblaga
Investigative Coordinator

5/16/2011

Date

Reviewed and Certified By:

Andres Semblaga
District PO Review Coordinator

5/16/2011

Date



05/19/2011

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 ETNA Post Office
Docket No. 1362780

This is to advise you that on 05/21/2011, I will post for public comment a proposal to close the ETNA Post Office in Tompkins, Congressional District No. NY - 24.

If you have any questions, please call NADINE TREMBLAY District Review Coordinator at (518) 452-4085.

EDWARD PHELAN
District Manager
ALBANY PFC District

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

Enclosures: PS Form 4920
Proposal



05/19/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
ETNA Proposal
Docket No. 1362780 - 13062

Please post the enclosed proposal to close the ETNA Post Office in the lobby. The proposal must be posted in a prominent place from 05/21/2011 through close of business on 07/22/2011. 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 (518) 452-4085.

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC District

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

Date of Posting: 05/21/2011

Date of Removal: 07/22/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE ETNA, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Etna Post Office:

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

During the 60-day posting period from 05/21/2011 through 07/22/2011 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 Etna 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:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.



MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1362780-13062

ITEM NO. 33

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Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE ETNA, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1362780 - 13062

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster position became vacant when the postmaster is reassigned on July 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Etna Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:30 to 17:30 Monday - Friday, 08:15 to 12:00 Saturday and lobby hours of 08:00 to 12:00 and 13:30 to 17:30 on Monday - Friday and 08:15 to 12:00 on Saturday to 156 post office box 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 59 transaction(s) accounting for 142 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: \$79,126 (206 revenue units) in FY 2008; \$76,557 (200 revenue units) in FY 2009; and \$68,146 (178 revenue units) in FY 2010. There were three permit mailer(s) or postage meter customer(s).

On May 05, 2011, representatives from the Postal Service were available at Etna Post Office Lobby (open house style format) to answer questions and provide information to customers. 32 customer(s) attended the meeting.

On April 25, 2011, 159 questionnaires were distributed to delivery customers of the Etna Post Office. Questionnaires were also available over the counter for retail customers at the Etna Post Office. 59 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 35 unfavorable, and 18 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Freeville Post Office, an EAS-18 level office. Window service hours at the Freeville Post Office are from 08:00 to 11:00 and 12:00 to 16:45, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 182 post office boxes available.

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

1. **Concern:** Customer expressed a concern about lack of financial disclosure.

Response: Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
2. **Concern:** Customer expressed a concern about not having street delivery.

Response: Per the cover letter that was included with the questionnaires, an extension of rural delivery would be afforded to customers of the Etna community.
3. **Concern:** Customer expressed a concern about package delivery and pickup

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. **Concern:** Customer expressed a concern about the Summary of Post Office Change Regulations that was printed on the back of the community meeting notice.

Response: A community meeting is conducted as an informational session during a study for a possible proposal to discontinue a post office. The Summary of Post Office Change Regulations flow chart begins at such time that an official Public Notice of Proposal is posted for a 60-day comment period.
5. **Concern:** Customer felt that the questionnaire was too standardized.

Response: The customer r opinion has been duly noted in the official record.
6. **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.
7. **Concern:** Customers expressed a concern that the hours of the meeting had an impact on attendance.
- Response:** There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
8. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Freeville 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.
9. **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.
10. **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.
11. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Etna Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed.
12. **Concern:** Customers were concerned about a change of address.
- Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
13. **Concern:** Customers were concerned about later delivery of mail.
- Response:** 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 we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more

than \$8 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.

14. **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.

15. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

16. **Concern:**

Customers were concerned about permit mailing

Response:

Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

17. **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 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.

18. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** 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 by snowplows.
19. **Concern:** You 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.
20. **Concern:** Customers expressed concern for loss of community identity
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
21. **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.
22. **Concern:** Customer expressed a concern about whether or not the Postal Service was doing everything it could to make the small offices profitable such as selling ties, pins, etc.
- Response:** The Postal Service is not permitted to sell certain items in certain Post Offices due to legislation.
23. **Concern:** Customer expressed concern for the hours of operation at the admin. office
- Response:** The customer r statement will be duly noted in the official record.
24. **Concern:** Customer stated Postal Service wages and benefits should be cut.
- Response:** The customer r statement will be duly noted in the official record.
25. **Concern:** Customer stated that the office is a level 13 office without rural routes and has a high revenue.
- Response:** The customer r statement will be duly noted in the official record. (Note: office actually has just been reduced to a level 11)
26. **Concern:** Customer stated that the office should remain open and used to train new OICs.
- Response:** The customer r statement will be duly noted in the official record.
27. **Concern:** Customer stated the service was faster when items were mailed from the Etna Post Office rather than the Ithaca Post Office.
- Response:** The customer r statement will be duly noted in the official record. (Note: Ithaca is served by a different District and Processing Center).
28. **Concern:** Customer stated the time the Community Meeting was held was not a good time and did not allow for those customers coming from Cornell University to attend.

- Response:** There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
29. **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.
30. **Concern:** Customers expressed concern that postal employees at the Freeville 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.
31. **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 of approximately total savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
32. **Concern:** Customers stated that they have no control over the office being vacant.
- Response:** The customer's statement will be duly noted in the official record.
33. **Concern:** Customers stated that they wanted to be informed of any decisions through the Community Center and not the Postal employee at the retail counter.
- Response:** The Postal Service is required to notify customers of potential change in mail service through proper protocol.
34. **Concern:** Customers wanted the post office to stay the same and wanted the Postmaster position to be filled.
- Response:** There is a hiring freeze on all management positions in anticipation of the reorganization efforts.
35. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

II. EFFECT ON COMMUNITY

Etna is an unincorporated community located in Tompkins County. The community is administered politically by President of Community Center-Frank Thorne. Police protection is provided by the Tompkins County Sheriff Dept. Fire protection is provided by the Etna Fire Company. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Etna Post Office will be available at the Freeville Post Office. Government forms normally provided by the Post Office will also be available at the Freeville 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 submitted quote from Petronius Arbiter 210 B.C.
Response: The document has been duly entered into the official record.
2. **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 Etna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community
Response: Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

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

III. EFFECT ON EMPLOYEES

The postmaster retired on July 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 48,452 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 4,480</u>
Total Annual Costs	\$ 53,049
Less Annual Cost of Replacement Service	<u>- \$ 4,597</u>
Total Annual Savings	<u>\$ 48,452</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster retired on July 30, 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 Etna Post Office provided delivery and retail service to 156 PO Box customers and no delivery route customers. The daily retail window transactions averaged 59. There are three 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 \$48,452 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 Etna Post Office and Freeville 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.



MICHELLE KRUL
Manager, Post Office Operations

05/28/2011
Date

7010 3090 0000 7778 7774

7010 3090 0000 7778 7781



07/15/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/22/2011 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 "Nadine Tremblay".

NADINE TREMBLAY
Post Office Review Coordinator
30 KARNER RD
ALBANY, NY 12288-9992



A. Office

Name: ETNA State: NY Zip Code: 13062
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY - 24 County: Tompkins
EAS Grade: 11 Finance Number: 352715
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: Nadine Tremblay
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085

Date: 07/25/2011
Fax No: (518) 464-7429

Date of Posting: 05/21/2011



Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE ETNA, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1362780 - 13062