

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

*In the Matter of:*  
Ionia Post Office  
Ionia, Missouri 65335

Docket No. A2011-64

**UNITED STATES POSTAL SERVICE NOTICE OF FILING**  
(September 21, 2011)

By means of Order No. 847 issued on September 9, 2011, the Postal Regulatory Commission docketed correspondence from customers of the Ionia, Missouri Post Office, assigning PRC Docket No. A2011-64 as an appeal pursuant to 39 U.S.C. § 404(d). Order No. 847, at page 3, set September 21, 2011 as the date by which “[t]he Postal Service shall file the applicable administrative record regarding this appeal” and/or “[a]ny responsive pleading.” This pleading responds to that directive.

Today the Postal Service files the electronic version of the administrative record concerning the Final Determination to Close the Ionia, MO Post Office and Continue to Provide Service by Highway Contract Route Service.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business  
Corporate and Postal Business Law Section

Christopher C. Meyerson  
Attorney

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
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September 21, 2011

**IONIA Docket: 1368007 - 65335**

<b>Page</b>	<b>Document</b>	<b>Date</b>
1	Request/approval to study for discontinuance	01/14/2011
2	Notice (if appropriate) to Headquarters of suspension	N/A
3	Notice (if appropriate) to customers/district personnel of suspension	N/A
4	Highway map with community highlighted	02/07/2011
5	Eviction notice (if appropriate)	N/A
6	Building inspection report and original photos	02/07/2011
7	Post Office and community photos	02/07/2011
8	PS Form 150, Postmaster Workload Information	02/07/2011
9	Worksheet for calculating work service credit	02/07/2011
10	Window transaction record	02/08/2011
11	Record of incoming mail	02/08/2011
12	Record of dispatched mail	02/08/2011
13	Administrative postmaster/OIC comments	01/20/2011
14	Inspection Service/local law enforcement vandalism	01/20/2011
15	Post Office fact sheet	03/16/2011
16	Community fact sheet	02/11/2011
17	Alternate service options/cost analysis	02/11/2011
18	Form 4920, Post Office Fact Sheet	02/18/2011
19	Recommendation and Service Replacement Type	02/11/2011
20	Questionnaire instruction letter to postmaster/OAK	02/14/2011
21	Cover letter, questionnaire, and enclosures	02/18/2011
22	Returned customer questionnaires and Postal Service	02/18/2011
23	Analysis of questionnaire	03/16/2011
24	Community meeting roster	03/04/2011
25	Community meeting analysis	03/04/2011
26	Community meeting letter (Need to set before questionnaire if not held before)	02/18/2011

**IONIA Docket: 1368007 - 65335**

<b>Page</b>	<b>Document</b>	<b>Date</b>
27	Petition and Postal Service response letter	04/19/2011
28	Congressional inquiry and Postal Service response letter	03/16/2011
29	Proposal checklist	02/18/2011
30	District notification to Government	03/18/2011
31	Instructions to postmaster/OAK to post proposal	03/17/2011
32	Invitation for comments exhibit	03/18/2011
33	Proposal exhibit	03/18/2011
34	Comment form exhibit	03/16/2011
35	Instructions for postmaster/OAK to remove proposal	05/23/2011
36	Round-date stamped proposals and invitations	05/24/2011
37	Notification of taking proposal and comments	05/23/2011
38	Proposal comments and Postal Service response	04/25/2011
39	Premature Postal Regulatory Commission appeal	N/A
40	Analysis of comments	05/24/2011
41	Revised proposal	03/16/2011
42	Updated PS Form 4920	02/18/2011
43	Certification of record	06/03/2011
44	Log of Post Office discontinuance actions	06/03/2011
45	Transmittal to vice president, Delivery and Retail, from district	06/03/2011
46	Headquarters' acknowledgment of receipt of record	06/08/2011
47	Final determination transmittal letter from Headquarters	06/30/2011
48	Instruction letter to postmaster/OIC on posting	07/29/2011
49	Round-date stamped final determination cover sheets	09/02/2011
50	Postal Bulletin Post Office Change Announcement	N/A
51	Vice president, Delivery and Retail, instruction letter	N/A



01/14/2011

DAVID MARTIN  
DISTRICT MANAGER  
GATEWAY PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 4th congressional district.

Post Office Name:	IONIA
Zip+4 Code:	65335-9998
EAS Level:	55
Finance Number:	284044
County:	Henry
Proposed Admin Office:	GREEN RIDGE
ADMIN Miles Away:	14.1
Near Office Name:	COLE CAMP
Near Miles Away:	9.5
Number of Customers:	
Post Office Box:	32
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	32
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster was promoted on 05/09/2008.

postmaster vacancy in addition to declining postal needs in the community. Delivery is already provided to the area by the neighboring Green Ridge Post Office. Regular and effective service can be provided to the area by alternate means.

DEBBIE WILSHUSEN  
Manager, Post Office Operations

Approval to Study for Discontinuance:

DAVID MARTIN  
DISTRICT MANAGER  
GATEWAY PFC

01/14/2011  
DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

**A. Office**

Name: IONIA State: MO Zip Code: 65335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

• There was no Emergency Suspension for this office

Prepared by: Sue Wanderssee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 438-3645

Date: 05/24/2011  
Fax No: (651) 365-9705



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

**A. Office**

Name: IONIA State: MD Zip Code: 66335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

There was no Emergency Suspension for this office.

Prepared by: Sue Wandersee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 436-3645

Date: 05/24/2011  
Fax No: (651) 365-9708

DUCHET 1568407-65335

From Addr: 4

Page No: 1

65335



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NO FEAR Act EEO Data

FOIA





Eviction Notice

**A. Office**

Name: IONIA State: MO Zip Code: 65335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

There was no eviction notice for this office

Prepared by: Sue Wanderssee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 436-3645

Date: 05/24/2011  
Fax No: (651) 385-9708



Building Inspection Report

**A. Office**

Name: IONIA State: MD Zip Code: 69335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Sue Wandersee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 436-3645

Date: 05/24/2011  
Fax No: (651) 365-9708





**PS Form 150, Postmaster Workload Information**

Post Office, State & Zip Code IONIA, MO 65335		Postmaster's Signature DTKSHD	Date 02/03/2011
District Office, State & Zip Code GATEWAY PFC, MO 63155		District Manager's Signature KZNJD6	Date 02/07/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		55
2.	Finance Number	(1-6)	284044
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	32
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility for Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (if you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

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

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

Office Name: IONIA  
Office Zip+4: 65335-9998 District: GATEWAY PFC

**Activity WSCs**

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150).....	<u>32</u>	X 1.0	=	<u>32</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
..				
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
..				
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
..				
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
<b>Total Activity WSCs .....</b>				<b><u>32</u></b>

**Revenue WSCs**

First	25 revenue units:	1.00	X	<u>17</u> units	=	<u>17.00</u>
Next	275 revenue units:	0.50	X	<u>0</u> units	=	<u>0.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
<b>Total revenue WSCs:</b>						<b><u>17.00</u></b>

Activity WSCs 32 + Revenue WSCs = 17.00 Base WSCs 49.00 = EAS Grade C

Previous evaluation: EAS grade 55

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

Worksheet completed by:

SUE WANDERSEE

SUE.M.WANDERSEE@USPS.GOV

Printed Name

Signature

GATEWAY PFC District Review Coordinator

02/07/2011

Title

Date

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01/14/2011

OIC/POSTMASTER

SUBJECT: IONIA Post Office

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

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the IONIA Post Office for a 2-week period. The surveys should begin 01/22/2011 and end on 02/04/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 02/05/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact SUE WANDERSEE, Post Office Review Coordinator, at (314) 436-3645.

SUE WANDERSEE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - [http://hqcsopps/po\\_dis/win/in\\_survey.cfm?fin=1368007](http://hqcsopps/po_dis/win/in_survey.cfm?fin=1368007)

Survey of Incoming Mail - [http://hqcsopps/po\\_dis/invol/in\\_survey.cfm?fin=1368007](http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1368007)

Survey of Dispatched Mail - [http://hqcsopps/po\\_dis/outvol/in\\_survey.cfm?fin=1368007](http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1368007)

**Window Transaction Survey**

**Window Transaction Survey**

Completed By: DEBBIE WILSHUSEN

65335 - 9998

ZIP+4: IONIA

01/22/2011 through 02/04/2011

PO Name: IONIA

Survey Period: 01/22/2011 through 02/04/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (//) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 01/22	2	0	0	0	0	0	0	0
Sun - 01/23	0	0	0	0	0	0	0	0
Mon - 01/24	5	0	0	0	0	0	0	0
Tue - 01/25	4	1	0	1	0	2	0	0
Wed - 01/26	7	2	0	1	0	0	0	0
Thu - 01/27	9	0	0	1	0	0	0	0
Fri - 01/28	6	0	0	1	0	0	0	0
Sat - 01/29	0	0	0	0	0	0	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	4	0	0	0	1	0	0	0
Tue - 02/01	0	0	0	0	0	0	0	0
Wed - 02/02	0	0	0	0	0	0	0	0
Thu - 02/03	0	0	0	0	0	0	0	0
Fri - 02/04	4	2	0	0	0	0	0	0
TOTALS	41	5	0	4	1	2	0	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	4.0	0.7	0.0	2.5	0.4	0.4	0.0	0.0

Average Number Daily Transactions: 6.6

Average Daily Retail Workload in Minutes: 8.0

*SNOW STORM*

## Survey of Incoming Mail

Survey of Incoming Mail  
 (Record in Pieces)

Post Office Name and Zip+4 IONIA 65335 - 9998  
 Dates Recorded 01/22/2011 through 02/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/22	44	5	9	2	0	2	0	0
Sun - 01/23	0	0	0	0	0	0	0	0
Mon - 01/24	36	36	3	77	1	1	0	0
Tue - 01/25	36	11	3	11	0	0	0	0
Wed - 01/26	40	20	2	3	1	0	0	0
Thu - 01/27	52	13	1	14	1	1	0	0
Fri - 01/28	46	26	0	15	0	2	1	0
Sat - 01/29	40	7	0	10	0	1	0	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	65	27	1	7	0	1	0	0
Tue - 02/01	25	3	0	7	0	0	0	0
Wed - 02/02	0	0	0	0	0	0	0	0
Thu - 02/03	15	3	0	0	0	0	0	0
Fri - 02/04	122	15	6	12	2	3	0	0
<b>TOTALS</b>	<b>521</b>	<b>166</b>	<b>25</b>	<b>158</b>	<b>5</b>	<b>11</b>	<b>1</b>	<b>0</b>
Daily Average	47.4	15.1	2.3	14.4	0.5	1.0	0.1	0.0

Signature of Person Making Count: DEBBIE WILSHUSEN  
 Printed Name: DEBBIE WILSHUSEN  
 Date: 02/08/11

### Conversion Rate

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

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

**Survey of Dispatched Mail**

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4 IONIA 65335 - 9998  
 Dates Recorded 01/22/2011 through 02/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 01/22	326	0	0	0	0	0	0	0
Sun - 01/23	0	0	0	0	0	0	0	0
Mon - 01/24	13	0	0	0	1	0	0	0
Tue - 01/25	30	0	1	0	1	1	0	0
Wed - 01/26	4	0	0	0	0	0	0	0
Thu - 01/27	99	0	0	0	0	0	1	0
Fri - 01/28	31	0	4	0	1	0	0	0
Sat - 01/29	12	0	0	0	0	0	1	0
Sun - 01/30	0	0	0	0	0	0	0	0
Mon - 01/31	36	0	0	0	1	0	0	0
Tue - 02/01	16	0	0	0	0	0	0	0
Wed - 02/02	0	0	0	0	0	0	0	0
Thu - 02/03	3	0	0	0	0	0	0	0
Fri - 02/04	62	0	0	0	2	0	0	0
<b>TOTALS</b>	<b>632</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>
Daily Average	57.5	0.0	0.5	0.0	0.5	0.1	0.2	0.0

Signature of Person Making Count: DEBBIE WILSHUSEN  
 Printed Name: DEBORAH.S.WILSHUSEN@USPS.GOV  
 Date: 02/08/11

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01/20/2011

OIC/POSTMASTER

SUBJECT: IONIA Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the IONIA Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the IONIA Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to SUE WANDERSEE by 02/03/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>32</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>32</u>

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

Rural Route delivery provided by the Green Ridge Post Office

SUE WANDERSEE  
Post Office Review Coordinator

Comments:

cc: Official Record

01/20/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the IONIA Post Office, 65335 - 9998, located in Henry County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

SUE WANDERSEE  
Post Office Review Coordinator  
GATEWAY PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

**Post Office Survey Sheet**

Post Office Name IONIA ZIP+4 65335-9998  
 Congressional District 4th Date 02/11/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

No structural damage to my knowledge.

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

3. Lease terms? 30-day cancellation clause? \_\_\_\_\_

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

None. The only business in town is a Feed/Grain business

6. Are there any postage meter customers or permit mailers?  Yes  No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

Non-Career PMR (Postmaster Relief) Could relocate to another office were a PMR vacancy exists.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Green Ridge HCR brings mail to this office.

How Post Office boxes are installed? 24

How Post Office boxes are used? 32

What are the window service hours? 10:30 - 12:30 M-F

10:30 - 12:30 S

What are the lobby hours? 10:30 - 12:30 M-F

10:30 - 12:30 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

No

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? None	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. A CBU/Parcel Locker may be able to be installed on the PO Property.	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? None	
13.	Rural delivery/HCR delivery. a. What is current evaluation? b. Will this change result in the route being overburned? If so, what accommodations will be made to adjust the route? c. How many boxes and miles will be added to the route? d. What would be the additional annual expense if the route is increased? e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? f. At what time of the day does the carrier begin delivery to the community? Will this delivery time be affected if the office is discontinued? (Y or N) If so, how?	_____ <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No _____ 0, box 0 Miles _____ 0 _____ 0 _____ <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No _____ 0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

**Community Survey Sheet**

Post Office Name	<u>IONIA</u>	ZIP+4	<u>65335-9998</u>
Congressional District	<u>4th</u>	Date	<u>02/11/2011</u>

1. Incorporated?  Yes  No
- Local government provided by: City of Ionia
- Police protection provided by: Benton County
- Fire protection provided by: Volunteer Dept. -Ionia
- School location: None

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

Post Office Name: Ionia, MO ZIP Code: 65335 Total Population: Total Households: 2010 250 2010 105 2015 245 2015 103  
 Projected Annual Household Growth Rate: -0.38% ZIP Code Demographic Report

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

Total Population: Total Households: 2010 250 2010 105 2015 245 2015 103 Projected Annual Household Growth Rate: -0.38%  
 ZIP Code Demographic Report

4. History. (Are there any special historical events related to the community?)  
 Are there any special community events to consider?  
 Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
 Check with the field real estate office when verification is needed.)  
None

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

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center, Do employees of the office offer assistance to senior citizens and handicapped)?  
 What provisions can be made for these services if the Post Office is discontinued?  
Public Bulletin Board

**Rural Route Cost Analysis Form**

**Rural Route Carrier  
Estimated Cost for Alternative Replacement Service**

Office Name: IONIA  
Office Zip+4: 65335 -9998 District: GATEWAY PFC

1.	Enter the number of additional boxes to be added to the rural route	<u>32</u>		
2.	Enter the number of additional miles to be added to the route	<u>0.00</u>		
			<b>Total (additional boxes x volume factor)</b>	<u>59.84</u>
3.	Enter the number of additional boxes to be added to the rural route	<u>32</u>		
	Centralized boxes	<u>32.00</u>	x 1.00 Min	<u>32.00</u>
	Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
	Regular Non-L route boxes	<u>0.00</u>	x 2.00 Min	<u>0.00</u>
			<b>Total additional box allowance</b>	<u>32.00</u>
4.	Enter the number of additional daily miles to be added to the rural route	<u>0.00</u>	x 12 Mileage Standard	<u>0.00</u>
			<b>Total additional minutes per week (miles carried to two decimal places)</b>	<u>91.84</u>
5.	Total additional annual minutes (additional minutes per week year)	<u>91.84</u>	x 52 Weeks	<u>4,775.68</u>
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>4,775.68</u>	/ 60 Minutes	<u>79.59</u>
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>34.21</u>		
			<b>Total Annual Cost (additional annual hours x rural cost per hour)</b>	<u>2,722.93</u>
8.	Enter lock pouch allowance (if applicable)			0.00
			<b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>	<u>2,722.93</u>

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 02/11/2011																								
2. Post Office Name IONA		3. State and ZIP + 4 Code MO, 65335-9926																										
4. District, Customer Service GATEWAY PFC	5. Area, Customer Service GATEWAY PFC	6. County Henry	7. Congressional District 4th																									
8. Reason for Proposal to Discontinue There is no city or rural delivery in this office. It has remained vacant for 2 years 8 months and service needs are declining.		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 05/05/2008  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career  c. Current PM POSITION Level (150/EAS-55) Downgraded from EAS-55  d. No of Clerks-0 No of Career-0 No of Non-Career-0 e. No of Others-0 No of Career-0 No of Non-Career-1		a. Time M-F 10:30 - 12:30 Sat 10:30 - 12:30  a. Lobby Time M-F 10:30 - 12:30 Sat 10:30 - 12:30		Total Window Hours Per Week  12:00																								
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 32 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 32 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 680		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class 4</td> <td>4</td> <td>4</td> </tr> <tr> <td>b. Newspaper 1</td> <td>0</td> <td>0</td> </tr> <tr> <td>c. Parcel 0</td> <td>0</td> <td>0</td> </tr> <tr> <td>d. Other 0</td> <td>0</td> <td>0</td> </tr> <tr> <td>e. Total 6</td> <td>6</td> <td>4</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class 4	4	4	b. Newspaper 1	0	0	c. Parcel 0	0	0	d. Other 0	0	0	e. Total 6	6	4	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class 4	4	4																										
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c. Parcel 0	0	0																										
d. Other 0	0	0																										
e. Total 6	6	4																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										

a. FY  
2008  
2009  
2010

Finances		Receipts \$ 10,769 \$ 8,074 \$ 6,462	d. EAS Step 1 PM Basic Salary (no Cola) \$ 7575	e. PM Fringe Benefits (33.5% of b.) \$2,571
16a. Quarters				
<input type="checkbox"/> Postal Owned		<input checked="" type="checkbox"/> Leased (if Leased, Specify Date) 01/07/1998		Annual Lease \$ 2040
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Existed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)		
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other		Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
16b. Explain lease being researched				
17. Schools, Churches and Organization in Service Area No: 0		19. Administrative/Emanating Office (Proposed)		
		Name GREEN RIDGE PO EAS Level 15 Miles Away 14.1 Window Service Hours: M-F 8:30 a.m. to 4:45 SAT 7:00 to 8:45 a.m. Lobby Hours: M-F 8:30 a.m. to 4:45 SAT 7:00 to 8:45 a.m. PO Boxes Available 0		
18. Businesses in Service Area No: 0		20. Nearest Post Office (if different from above)		
		Name COLE CAMP PO EAS Level 10 Miles Away 9.5 Window Service Hours: M-F 8:30 a.m. to 4:45 SAT 7:00 to 8:45 a.m. Lobby Hours: M-F 8:30 a.m. to 4:45 SAT 7:00 to 8:45 a.m. PO Boxes Available 0		
21. Prepared by				
Printed Name and Title SUE WANDERSEE		Signature SUE WANDERSEE		Telephone No. AC (1) (314) 436-3645
PO Discontinuation Coordinator Name SUE WANDERSEE		Telephone No. AC (1) (314) 436-3645		Location SAINT LOUIS, MO

**A. Office**

Name: IONIA State: MO Zip Code: 65335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 19

Prepared by: Sue Wandersee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 436-3545

Date: 03/04/2011  
Fax No: (651) 365-9708

02/14/11

OIC/POSTMASTER

SUBJECT: IONIA Post Office

Enclosed are questionnaires addressed to customers of the IONIA Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/02/11 for further review.

Sue Wandersee  
Post Office Review Coordinator  
Enclosures

02/18/2011

Dear Postal Service Customer:

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

The postmaster at the IONIA Post Office was promoted on 05/09/2008. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 6.60 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at IONIA may not be warranted.

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

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the COLE CAMP PO, located 9.5 miles away. Hours of service at this office are 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 8:30 to 10:15 a.m. on Saturday. Post Office box service is available at this location at the same fees.

Both of these nearby facilities have 24 hour access to the lobby and Post Office Boxes.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 02/24/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Ionia Post Office on 02/24/2011 from 11:00 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.

If you have any questions, you may call Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

DEBBIE WILSHUSEN  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

Enclosures:

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

## Postal Service Customer Questionnaire

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

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---

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

- Better                       Just as Good                       No Opinion                       Worse

If yes, please explain:

---

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

Shopping

Personal needs

Banking

Employment

Social needs

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

Yes  No

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

Yes  No

Name:

---

Address:

---

Telephone:

---

Date:

---

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

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

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

### **MAILING PACKAGES**

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

### **PURCHASING STAMPS BY MAIL**

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

### **PURCHASING POSTAL MONEY ORDERS**

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

### **SPECIAL SERVICES**

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

### **HOLDING MAIL**

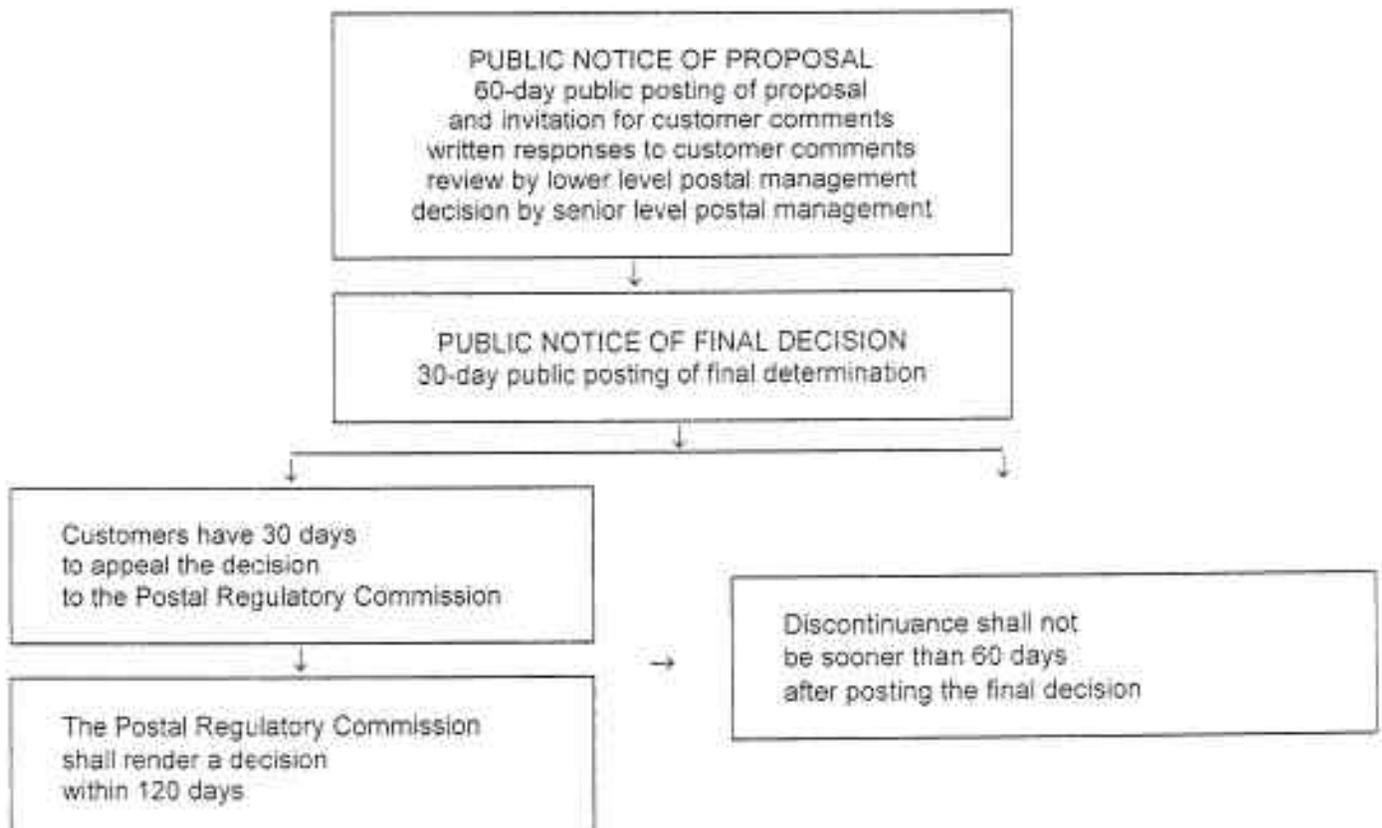
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

## SUMMARY OF POST OFFICE CHANGE REGULATIONS

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

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

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



\*Received on 2-23-11  
S

### Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" 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
- a. Resetting/using postage meter  YES  NO

#### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

- YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
3/3/11



03/04/2011

STEVE PITTS

20630 CHMELIR RD  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
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b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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
- a. Resetting/using postage meter  YES  NO

### Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

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

- YES  NO

If yes, please explain:

RECEIVED  
2/24/11



03/04/2011

CHARLDINE SMART

PO BOX 4  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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Postal Services	Daily	Weekly	Monthly	Never
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### Nonpostal Services

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- c. Assisting senior citizens, persons with disabilities, ect.  YES  NO

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
2/24/11



03/04/2011

HAROLD STEFFENS

PO BOX 13  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

Faint, illegible text on the right side of the page, possibly a routing slip or tracking information.

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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"/>
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- a. Picking up government forms (such as tax forms)  YES  NO
- b. Using for school bus stop  YES  NO
- c. Assisting senior citizens, persons with disabilities, ect.  YES  NO

If yes, please explain:

*Picking up mail for elderly neighbors*

- 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:

RECEIVED  
2/24/11



03/04/2011

DAVID CUSINGER

PO BOX 44  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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
- a. Resetting/using postage meter  YES  NO

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
2/24/11



03/04/2011  
PHILLIP WINEGAN  
PO BOX 25  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps <i>I buy stamps in (strip) book from variety at a time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters <i>Almost</i>	<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board  YES  NO *I Rank it*
- e. Other  YES  NO

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain: \_\_\_\_\_

*RECEIVED  
2/24/11*



IONIA, MO 65335

03/04/2011  
ALICE LIABLE  
506 N MAIN  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wishusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

Debbie Wishusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

- 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:

cole camp (shopping)

RECEIVED  
2/24/11



03/04/2011

JAMES J CLIFFORD

PO BOX 45  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wishusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

- a. Picking up government forms (such as tax forms)  YES  NO *None available*
- b. Using for school bus stop  YES  NO *Office not open*
- c. Assisting senior citizens, persons with disabilities, ect.  YES  NO

If yes, please explain:

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

If yes, please explain:

Posting Community - Church events

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:

RECEIVED  
11/24/11

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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 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 type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

*This is the only means of communicating with 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: \_\_\_\_\_

RECEIVED  
2/24/11

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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 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 checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

- YES  NO

If yes, please explain: \_\_\_\_\_

*RECEIVED  
2/22/11*



03/04/2011

OLIVER CLEVELAND AND BOBBY LEE THOMAS

PO BOX 72  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" 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 checked="" type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

They use to bring mail sometimes.

- 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:

retired we need post office  
we don't have a car,

RECEIVED  
2/22/11

02/14/2011

Dear Postal Service Customer:

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

The postmaster at the IONIA Post Office was promoted on 05/09/2008. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 8.60 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at IONIA may not be warranted.

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

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the COLE CAMP PO, located 9.5 miles away. Hours of service at this office are 8:30 a.m. to 4:45, Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 02/24/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Ionia Post Office on 02/24/2011 from 11:00 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.

If you have any questions, you may call Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

DEBBIE WILSHUSEN  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

Enclosures:

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

*Dear Debbie  
If went back to paying box rent  
you would have more money.  
The gas will cost you a lot  
more money!*

RECEIVED  
2/22/11



03/04/2011

BRENDA E SCOTT

PO BOX 73  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

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

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

---

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

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---

RECEIVED  
2/22/11



03/04/2011

DEAN SCHEAR

102 MAIN  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
- You expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsstampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wishusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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 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 type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
2/24/11



03/04/2011

LARRY DEAN HAGERN

20325 IONIA RD  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wishusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain:

I work in Cole Camp at the grocery store 9-3 M-F

RECEIVED  
2/24/11



03/04/2011

MARY HALUPHOTZ

PO BOX 35  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 438-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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"/>
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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

*They get help from Judy getting there mail & other things also.*

- 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:

RECEIVED  
2/24/11



03/04/2011

MR. AND MRS. BRACKMAN

PO BOX 22  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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
- a. Resetting/using postage meter  YES  NO

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
2/22/11

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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 type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

---

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

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---

RECEIVED  
2/24/11

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IONIA 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"/>
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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

*help elderly*

- 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:

RECEIVED  
2/24/11



03/04/2011

NONE

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

- YES  NO

If yes, please explain:



04/08/2011

ROBERT A. SMYTHERS

PO BOX 23  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wlshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

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

### Other Postal Services

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

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain: \_\_\_\_\_

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

- YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
3/14/11



04/08/2011

HAROLD ERIKSON

PO BOX 77  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wlshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the JONIA 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 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 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
- a. Resetting/using postage meter  YES  NO

### Nonpostal Services

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

If yes, please explain: \_\_\_\_\_

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

If yes, please explain: \_\_\_\_\_

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

- YES  NO

If yes, please explain: \_\_\_\_\_

RECEIVED  
3/14/11



04/08/2011

JAMES HIX

PO BOX 24  
IONIA, MO 65335

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900



04/08/2011

ALICE LIABLE

506 N MAIN  
IONIA, MO 65335

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the IONIA Post Office should be pursued, a formal proposal will be posted in the IONIA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 435-3845.

Sincerely,

April 1, 2011

Hello Sue,

Re: Closing of the Jones P.O.

Please please do not close our P.O.

I will soon be 84 years old & it would be a great inconvenience for me and residents of our little village to have to find transportation to another P.O. to handle our transactions.

Also, I think it would be so detrimental, especially if new business would consider locating here. We have spent a considerable amount of money to put in a sewer system hoping to possibly influence some industry to consider locating here. But, if we don't even have a P.O. I think that would be a big minus for us.

Thanks for reading my letter and I hope you would take serious consideration before you close our town for the future.

Alice Liabel

506 N. Main  
Jones MO 65335

4/1/11

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the IONIA Post Office on 02/10/2011. Additionally, during the survey period, questionnaires were available at the IONIA Post Office to walk-in retail customers.

<b>1. Number of Questionnaires</b>	
Total Questionnaires distributed	<u>50</u>
Favorable to proposal	<u>1</u>
Unfavorable to proposal	<u>10</u>
Expressing no opinion	<u>13</u>
Total questionnaires received	<u>24</u>

### Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable)  
No Concern  
Response:
2. Concern (No Opinion)  
Customer expressed a desire to relocate the Ionia Post Office to their business  
Response:  
  
You expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business: <http://www.uspstamptogo.com/> Other options may be found at [usps.com](http://usps.com) as well.
3. Concern (No Opinion)  
Customers were concerned about senior citizens  
Response:  
  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
4. Concern (No Opinion)  
No Concern  
Response:
5. Concern (No Opinion)  
You were concerned about having to travel to another post office for service  
Response:  
  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our records indicate that mail is already delivered to you by the Green Ridge Post Office.
6. Concern (Unfavorable)  
Customer expressed a concern about the figures regarding daily window transactions  
Response:  
  
You expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
7. Concern (Unfavorable)  
Customers asked why their post office was being discontinued while others were retained  
Response:  
  
You asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. Concern (Unfavorable)  
Customers expressed concern for loss of community identity  
Response:  
  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
9. Concern (Unfavorable)  
Customers felt the post office should remain open since they paid taxes

**Response:**

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

10. **Concern (Unfavorable):**

Customers felt the post office should remain open since they paid taxes.

**Response:**

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

11. **Concern (Unfavorable):**

Customers questioned the economic choice of not charging for Post Office Boxes.

**Response:**

You questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.

12. **Concern (Unfavorable):**

Customers were concerned about senior citizens.

**Response:**

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

13. **Concern (Unfavorable):**

Customers were concerned about the limited hours of operation at the post office.

**Response:**

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

14. **Concern (Unfavorable):**

Customers were concerned about the limited hours of operation at the post office.

**Response:**

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in indicated the office had declined from an EAS- to an EAS-level office, qualifying for hours of service per week. The CPO will provide at least the same number of window service hours as the post office.

15. **Concern (Unfavorable):**

No Concern

**Response:**

**Nonpostal Concerns**

The following nonpostal concerns were expressed:

1. **Concern (Unfavorable):**

Customers felt the loss of a post office would have a detrimental effect on the business community.

**Response:**

You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the long 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.

2. **Concern (Unfavorable):**

Customers were concerned about mail security.

**Response:**

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for the purpose.

3 Concern (Unfavorable)

Customers were concerned about rising gas prices

Response:

You expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$5 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.

4 Concern (Unfavorable)

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

Community Meeting Roster

Postal Service Representative (Names and Titles):  
Debbie Wilshusen, Manager, Post Office Operations

Date: 02/24/2011  
Time: 11:00 a.m.

Total Number of Customers Present: 30

Place: Ionia Post Office

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
Terry Johnson	702 Hillcrest Ln Warsaw MO	65355	660-438-5547
J.D. WILLIAMS	RIPLE CAMP MO 15430 Hwy B C.S. MO	65325	660-668-3154
Mike Styt	700 S. Muscardine St Sedalia MO	65301	660-826-1000
Harold Steffen	P.O. Box 13 Ionia MO	65335	660-285-3361
Mary R. Steffen	P.O. Box 13 Ionia MO	65335	660-285-3361
Alvin Libby	506 N. Main	65335	660-185-3361
[Signature]	P.O. Box 1 Ionia, Mo.	65335	660 596 4090
Leil Karon	19659 HWY P IONIA, MO	65335	660-285-3426
Stacy R. Vetter	8924 9th Street, Mo	65335	660 287-3053
DEAN SCHEWITZ	P.O. Box 12 9th	65335	660-285-3423
William Smart	P.O. Box 34 Ionia, MO 65335	65335	660-285-3431
Kristi Craig	20125 Hwy P Ionia MO 65335	65335	660-285-0107
James Smart	P.O. Box 34 IONIA MO 65335	65335	660-285-3431
Harold Meyer	P.O. Box 31 Ionia Mo 65335	65335	660-285-0189
HARRY EVANS	111 South Main IONIA, MO	65335	660-285-0168
LIDA BROWNING	12217 WINDSBURG AVE IONIA, MO	65335	660-285-3384
Ted Thompson	IONIA PROPERTY OWNER 11111 WINDSBURG AVE IONIA, MO	65335	660 547 3398
Robert F. Scott	C STREET IONIA, MO	65335	
Phillip Winegar	P.O. Box 28 Ionia	65335	NONE
Jr. Schumacher	1284 Schnakenberg	65335	660-285-3457
James J. Clifford	P.O. Box 45	65335	660-221-6067

~~NOVA~~ JONIA, MO

Leslie Williams Lincoln 660-281-7700  
 Brenola Johnson Lincoln 660-281-7700  
 Gary H Meyer 21528 Jonia Rd, Jonia Mo 660-285-3486  
 Harold Erickson 660 285-3355 Box 27 Jonia  
 Leslie Williams 660-281-7701  
 Joe Sawyer 660-285-3465  
 John Powell Jonia 285-0010  
 Debi Casenji POB 44 285-3491  
 David Casenji POB 44 285-3491  
 Naomi Dwyer 107 S. 7th St Jonia

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. Concern (Unfavorable):  
Customers felt the route should emanate from Camp Cole because that office is closer  
Response:  
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
2. Concern (Unfavorable):  
Customers were concerned about the limited hours of operation at the post office  
Response:  
You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
3. Concern (Unfavorable):  
Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail  
Response:  
You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
4. Concern (Unfavorable):  
Customer expressed a concern about leaving money in the mailbox  
Response:  
You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
5. Concern (Unfavorable):  
Customers were concerned about obtaining accountable mail and large parcels  
Response:  
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
6. Concern (Unfavorable):  
Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.  
Response:  
You were concerned about the questionnaires not being sent earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordinator.

### Nonpostal Concerns

1. Concern (Unfavorable):  
Customer stated that politicians are being paid to close post offices  
Response:

THE POSTAL SERVICE IS NOT HERE TO DISCUSS POLITICS

2. **Concern (UnFavorable):**  
Customers stated that they have to drive to Lincoln to vote.

**Response:**

The Postal Service is not here to discuss politics and government.

3. **Concern (UnFavorable):**  
Customers were concerned about loss of employment in the community

**Response:**

You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

02/18/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the Ionia Post Office was promoted on 05/09/2008. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 6.60 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at Ionia may not be warranted. Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the Green Ridge Post Office. 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 Cole Camp Post Office, located 9.5 miles away. Hours of service at this office are 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 8:30 to 10:15 a.m. on Saturday. Post Office box service is available at this location at the same fees. Both of these nearby facilities have 24 hour access to the lobby and Post Office Boxes.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Ionia Post Office on 02/24/2011 from 11:00 a.m. to 12:00 p.m. to answer questions and provide information about our service.

If you have any questions, you may contact Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations

We, the citizens and customers of the Ionia Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status — a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post office are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,  
Customers of the Ionia Post Office

<u>NAME</u>	<u>MAILING ADDRESS</u>	<u>DATE</u>
<u>William Smart</u>	<u>P.O. Box 34, Ionia, MO 65335</u>	<u>3/25/11</u>
<u>Loyce Smart</u>	<u>P.O. Box 34, Ionia, MO 65335</u>	<u>3/25/11</u>
<u>Walter Schumacher</u>	<u>12144 S. Hwy 52, Ionia, MO</u>	<u>3/25/11</u>
<u>Bunley Suring</u>	<u>21539 Giving Rd Cole Camp</u>	<u>3/25/11</u>
<u>Harold Steffen</u>	<u>P.O. Box 13 Ionia, MO</u>	<u>3/25/11</u>
<u>Mary Ann Steffen</u>	<u>P.O. Box 13 Ionia, MO</u>	<u>3/25/11</u>
<u>Wayne Ebeling</u>	<u>17251 Hwy 52, Ionia, MO</u>	<u>3-25-11</u>
<u>Jay Harris</u>	<u>Cole Camp, MO</u>	<u>3-25-11</u>
<u>Lyndal Quirk</u>	<u>21153 Ionia Rd Ionia, MO</u>	<u>3-25-11</u>
<u>Dave Egan</u>	<u>Cole Camp</u>	<u>3-25-11</u>
<u>Larry Meyer</u>	<u>21528 Ionia Rd, Ionia, MO</u>	<u>26 March-11</u>

<u>NAME</u>	<u>MAILING ADDRESS</u>	<u>DATE</u>
<u>Oliver P Thomas</u>	<u>PO Box 72</u>	<u>4-13-11</u>
<u>Dobby S Thomas</u>	<u>PO BOX 72</u>	<u>4-13-11</u>
<u>Jae Sattur</u>	<u>PO Box 43</u>	<u>4/13/11</u>
<u>Francis</u>	<u>PO Box 45</u>	<u>4/13/11</u>
<u>Frank Myers</u>	<u>PO Box 31</u>	<u>4-13-11</u>
<u>Kyle C Potter</u>	<u>PO Box 31</u>	<u>4-13-11</u>
<u>Deana Copas</u>	<u>PO Box 31</u>	<u>4-13-11</u>
<u>Hunter Copas</u>	<u>PO Box 31</u>	<u>4-13-11</u>
<u>Eola M Cardot</u>	<u>PO. Box 26</u>	<u>4-13-11</u>
<u>Shelly Beacham</u>	<u>PO Box 22</u>	<u>4-13-11</u>
<u>Julie Brown</u>	<u>PO Box 22</u>	<u>4-13-11</u>
<u>Gregory H</u>	<u>Box 24</u>	<u>4-13-11</u>
<u>Bryan L Cook</u>	<u>111 South Main</u>	<u>4-14-11</u>
<u>Charlisa B. Smith</u>	<u>P.O. Box 4</u>	<u>4-14-11</u>
<u>Larry Fords</u>	<u>509 N. C ST.</u>	<u>4-14-11</u>
<u>Margaret Hunt</u>	<u>PO Box 3</u>	<u>4-14-11</u>
<u>Lynette Hazelton</u>	<u>P.O. Box 3</u>	<u>4-14-11</u>
<u>Chris Feldman</u>	<u>P.O. Box 52</u>	<u>4-14-11</u>
<u>Lisa P. Powell</u>	<u>108 N. D St.</u>	<u>4-14-11</u>
<u>John Powell</u>	<u>108 N. D St</u>	<u>4/14/11</u>
<u>Daranna Brown</u>	<u>511 N. Main St</u>	<u>4/14/11</u>
<u>Mary M Holmquist</u>	<u>P.O. Box 35</u>	<u>4/14/11</u>

State Capitol  
201 West Capitol Avenue  
Jefferson City, MO 65101-6806  
Tele: (573) 751-3971  
E-Mail:  
Wanda.Brown@house.mo.gov



**COMMITTEES**  
**Vice-Chairman:**  
Workforce Development  
**Member:**  
Financial Institutions  
Appropriations-Corrections and  
Public Safety  
Economic Development

**MISSOURI HOUSE OF REPRESENTATIVES**  
**Wanda Brown**  
State Representative  
District 116

To whom it may concern:

The Postal service has informed my constituents of a decision to close Mora and Ionia's post offices. This action is being taken after meeting the provisions of the Postal Reorganization Act of 1970 and over my constituents' protestations and my own protestations.

My constituents and I vigorously protest this action, in view of the provision in the Postal Reorganization Act that calls for the Postal Service to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where the post office is not self-sustaining.

The Postal Service's decision to consolidate our post offices with neighboring post offices is being done over our objections. This will mean the loss of our identity as a community. We will not have a postmaster to whom we can take our problems, complaints and compliments. We will be directed to a distant postmaster in the home office of our station. We cannot see any savings to the Postal Service under this arrangement.

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

Respectfully,

A handwritten signature in cursive script that reads "Wanda Brown".

Wanda Brown  
Missouri State Representative  
District 116

VICKY HARTZLER  
8th District, Missouri



COMMITTEE ON ARMED SERVICES

SUBCOMMITTEES

Foreign

Armed Forces

Armed Forces Readiness

COMMITTEE ON AGRICULTURE

SUBCOMMITTEES

Domestic Food Conservation and

Food Marketing

Rural Development, Forestry,  
Conservation and Wildlife Management

Congress of the United States  
House of Representatives  
Washington, DC 20515-2504

March 9, 2011

1033 Constitution Building  
Washington, D.C. 20515  
(202) 225-2676

2405 Hill Park  
Jefferson City, MO 65102  
(314) 634-4804

1304 Justice Center  
Kansas City, MO 64101  
(816) 894-3411

210 North Adams Street  
St. Louis, MO 63101  
(314) 557-0283

418 South Olive, Suite 2100  
Springfield, MO 65801  
(417) 834-4884

U.S. House of Representatives

Mayor William Smart  
PO Box 34  
Ionia, MO 65335-0034



Dear Mayor Smart,

Thank you for your most recent letter expressing concern about the closure of the post office in Ionia, Missouri.

In response to your request, I have asked the United States Postal Service to initiate a Congressional inquiry into this matter. I look forward to notifying you once the outcome is received.

I appreciate the opportunity to attempt to assist you, and feel free to contact my office if you have any questions.

Sincerely,

Vicky Hartzler  
Member of Congress

VH: jw



**A. Office**

Name: IONIA State: MO Zip Code: 65335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 254044  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Sue Wanderssee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 436-3645

Date: 05/24/2011  
Fax No: (651) 365-9708



Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-~~50~~, Minimum, no COLA)

\$ 7675

Fringe benefits 33.5%

\$ 2571

Rental costs, excluding utilities

\$ 2640

Total annual costs

\$ 12286

Less estimated cost of replacement service

- 2723

Total annual savings

\$ 9563

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

*Ane Wandersal*

Investigative Coordinator

Date

Reviewed and Certified By

*S. Wandersal*

District PO Review Coordinator

Date



---

03/08/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the IONIA Post Office  
Docket No. 1368007

This is to advise you that on 03/18/2011, I will post for public comment a proposal to close the IONIA Post Office in Henry, Congressional District No. 4th.

If you have any questions, please call SUE WANDERSEE District Review Coordinator at (314) 436-3845.

DAVID MARTIN  
District Manager  
GATEWAY PFC District

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

Enclosures: PS Form 4920  
Proposal



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03/17/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
IONIA Proposal  
Docket No. 1368007 - 65335

Please post the enclosed proposal to close the IONIA Post Office in the lobby. The proposal must be posted in a prominent place from 03/18/2011 through close of business on 05/19/2011. 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 (314) 436-3645.

SUE WANDERSEE  
Post Office Review Coordinator  
GATEWAY PFC District

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

Date of Posting: 03/18/2011

Date of Removal: 05/19/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE IONIA, MO POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY RURAL ROUTE SERVICE

To the customers of the Ionia Post Office:

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

During the 60-day posting period from 03/18/2011 through 05/19/2011 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 Ionia 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:

SUE WANDERSEE  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

For more information, you may call SUE WANDERSEE at (314) 436-3645 or write to the above address.

Thank you for your assistance.



DEBBIE WILSHUSEN  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

Date of Posting: 03/18/2011

Posting Round Date:

Date of Removal: 05/19/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Green ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). 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: There is no city or rural delivery in this office. It has remained vacant for 2 years 8 months and service needs are declining.

The Ionia Post Office, an EAS-55 level, provided service from 10:30 a.m. to 1:30 p.m. Monday - Friday 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 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 seven transaction(s) accounting for eight 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: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. 1 responses were favorable, 10 unfavorable, and 13 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Green ridge Post Office, an EAS-16 level office. Window service hours at the Green ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

Retail service is also available at the Cole camp Post Office an EAS-16 level office, located nine miles away. Window service hours at Cole camp Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday and 8:30 to 10:15 a.m. on Saturday. There are 65 post office boxes available for rent.

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 the figures regarding daily window transactions  
**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
2. **Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business  
**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspstampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.
3. **Concern:** Customers asked why their post office was being discontinued while others were retained  
**Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
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- Response:** The customer questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.
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- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
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11. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customer expressed a concern about leaving money in the mailbox
- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail

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

14. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer

**Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.

15. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.

**Response:** The customer were concerned about the questionnaires not being sent earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordina

16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

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

**Some advantages of the proposal are:**

1. The carrier provides 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 are provided by the carrier.
2. Meeting the 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

Ionia is not an incorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of retired people, farmers/ranchers, 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 Ionia Post Office will be available at the Green ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green ridge 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 stated that politicians are being paid to close post offices.  
**Response:** The Postal Service is not hear to discuss politics.
2. **Concern:** Customers stated that they have to drive to Lincoln to vote.  
**Response:** The Postal Service is not hear to discuss politics and government.
3. **Concern:** Customers were concerned about loss of employment in the community.  
**Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

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 was promoted on May 09, 2008. 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 \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,675
Fringe Benefits @ 33.5%	\$ 2,571
Rental Costs, Excluding Utilities	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Green ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. 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 Ionia Post Office provided delivery service to no customers and 32 PO Box customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$9,563 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

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 Ionia Post Office and Green ridge 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.

DEBBIE WILSHUSEN  
DEBBIE WILSHUSEN  
Manager, Post Office Operations

03/18/2011  
Date





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05/23/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 05/19/2011 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,

SUE WANDERSEE  
Post Office Review Coordinator  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

DOCKET: 1368007-65335  
FROM Nbr: 36  
Page Nbr: 1



Date of Posting: 03/18/2011

Posting Round Date:

Date of Removal: 05/19/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Green ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). 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: There is no city or rural delivery in this office. It has remained vacant for 2 years 8 months and service needs are declining

The Ionia Post Office, an EAS-55 level, provided service from 10:30 a.m. to 1:30 p.m. Monday - Friday 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 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 seven transaction(s) accounting for eight 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: \$10,769 ( 26 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. 1 responses were favorable, 10 unfavorable, and 13 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Green ridge Post Office, an EAS-16 level office. Window service hours at the Green ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

Retail service is also available at the Cole camp Post Office an EAS-16 level office, located nine miles away. Window service hours at Cole camp Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday and 8:30 to 10:15 a.m. on Saturday. There are 85 post office boxes available for rent.

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 the figures regarding daily window transactions  
**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
2. **Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business  
**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsstampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.
3. **Concern:** Customers asked why their post office was being discontinued while others were retained  
**Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
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**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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
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7. **Concern:** Customers questioned the economic choice of not charging for Post Office Boxes
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11. **Concern:** You were concerned about having to travel to another post office for service
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14. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer

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16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

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**Some advantages of the proposal are:**

1. The carrier provides 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.
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1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier
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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

Ionia is not an incorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of retired people, farmers/ranchers, 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.

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**Response:** The Postal Service is not hear to discuss politics.
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**Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

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 was promoted on May 09, 2008. 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 \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,875
Fringe Benefits @ 33.5%	\$ 2,571
Rental Costs, Excluding Utilities	+ \$ 2,040
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	- \$ 2,723
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Green ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. 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.

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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 Ionia Post Office and Green ridge 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.

DEBBIE WILSHUSEN  
 DEBBIE WILSHUSEN  
 Manager, Post Office Operations

03/18/2011

Date

Date of Posting: 03/18/2011

Date of Removal: 05/19/2011



**UNITED STATES POSTAL SERVICE**



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the IONIA Post Office:

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

During the 60-day posting period from 03/18/2011 through 05/19/2011 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 IONIA PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

SUE WANDERSEE  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

For more information, you may call SUE WANDERSEE at (314) 436-3645 or write to the above address.

Thank you for your assistance.

Sincerely,

DEBBIE WILSHUSEN  
DEBBIE WILSHUSEN  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900



**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 05/23/2011

Postal Customers of the Ionia Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Ionia Post Office, which was posted 03/18/2011 through 05/19/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ionia Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debbie Wlshusen".

DEBBIE WLSHUSEN  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IONIA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*I would have to go to ~~bed~~ Sedalia mo to use the post office on the time it would take for me to do this would be over 1 1/2 hours to do and I only go to Sedalia maybe over 2 weeks*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*without the post office there won't be a community much longer*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*We are asking that the government that was formed "of the People" by the People, AND for the People" serve the PEOPLE,*

Stanley D. Hou  
Name of Postal Customer

Stanley D. Hou  
Signature of Postal Customer

38345 Hoffmann Rd  
Mailing Address

Ionia, MO 65335  
City, State, and ZIP Code

4-2-2011  
Date



4/18/11



04/25/2011

STANLEY R DILLON

38345 HOFFMAN RD  
IONIA, MO 65335

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the IONIA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about 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 Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IONIA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

One unfavorable effect of your proposal will be the elimination of a secure place to receive financial and confidential mail. Purchasing postal services will be extremely costly and inconvenient.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I will have to drive 30 miles (round trip) to conduct business. I am not home when the rural carrier stops at my residence.

The community of Ionia is currently in serious need of growth. The elimination of postal service will hinder the possibility of future growth. Elder citizens depend on the availability of postal services.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The community of Ionia is not asking for a multi-million dollar "bailout" We are only asking that services that are available to other communities remain available in this community so that it has a chance of surviving.

Glenn Sue Reeves

Name of Postal Customer

Signature of Postal Customer

PO Box 51

Mailing Address

Ionia MO 65335

City, State, and ZIP Code

4-2-2011

Date





04/25/2011

GLENN AND SUE KOHUES

PO BOX 51  
IONIA, MO 65335

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the IONIA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- 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.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen  
Manager, Post Office Operations  
1720 Market St Room 3000  
Saint Louis, MO, 63155-9900



**A. Office**

Name: IONIA State: MO Zip Code: 65335  
Area: GREAT LAKES District: GATEWAY PFC  
Congressional District: 4th County: Henry  
EAS Grade: 55 Finance Number: 284044  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 39. There was a premature appeal received.

Prepared by: Sue Wanderssee  
Title: GATEWAY PFC Post Office Review Coordinator  
Tele No: (314) 438-3845

Date: 05/24/2011  
Fax No: (851) 365-9708

## Analysis of 60-Day Posting Comments

<b>Number of comments returned</b>	
Total questionnaires distributed	3
Favorable comments	0
Unfavorable comments	3
No opinion expressed	0
Total comments returned	3

### Postal Concerns

The following postal concerns were expressed:

- Concern (Unfavorable)**  
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 inserting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (Unfavorable)**  
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 inserting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (Unfavorable)**  
Customers felt the cost of postage was increasing while service was decreasing.  
**Response:**  
The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
- Concern (Unfavorable)**  
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 inserting 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:

- Concern (Unfavorable)**  
Customers were concerned about mail security.  
**Response:**  
You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern (Unfavorable)**  
Customers were concerned about senior citizens.  
**Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for handling cases of special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern (Unfavorable)**  
Customers asked why their post office was being discontinued while others were retained.  
**Response:**  
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Concern (Unfavorable)**  
Customers expressed concern for loss of community identity.  
**Response:**  
You expressed a concern about the loss of the Community's identity. A community's identity derives from the interest and ability of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Concern (Unfavorable)**  
Customers felt the post office should remain open since they paid taxes.  
**Response:**  
You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

Date of Posting: 03/16/2011

Posting Round Date:

Date of Removal: 05/19/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1368007 - 65335

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster is reassigned on May 09, 2008. 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: postmaster vacancy in addition to declining postal needs in the community. Delivery is already provided to the area by the neighboring Green Ridge Post Office. Regular and effective service can be provided to the area by alternate means.

The Ionia Post Office, an EAS-55 level, provides service from 10:30 a.m. to 1:30 p.m. Monday - Friday, 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for eight 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: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 10 unfavorable, and 13 expressed no opinion.

A petition supporting the retention of the Ionia Post Office was received on April 19, 2011, with 77 signatures. If this proposal is implemented, delivery and retail services will be provided by the Green Ridge Post Office, an EAS-16 level office. Window service hours at the Green Ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

Retail service is also available at the Cole Camp Post Office an EAS-16 level office, located nine miles away. Window service hours at Cole Camp Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday and 8:30 to 10:15 a.m. on Saturday. There are 65 post office boxes available for rent.

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 the figures regarding daily window transactions

**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
2. **Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business

**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsstampstogo.com/> Other options may be found at usps.com as well.
3. **Concern:** Customers asked why their post office was being discontinued while others were retained

**Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern:** Customers felt the post office should remain open since they paid taxes

- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
7. **Concern:** Customers questioned the economic choice of not charging for Post Office Boxes
- Response:** The customer questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
10. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office had declined from an EAS- to an EAS- level office, qualifying for hours of service per week. The CPO will provide at least the same number of window service hours as the post office.
11. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customers felt the cost of postage was increasing while service was decreasing
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
13. **Concern:** Customer expressed a concern about leaving money in the mailbox
- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

14. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
15. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
16. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.
- Response:** The customer were concerned about the questionnaires not being send earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordina
17. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**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

Ionia is an unincorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of Unemployed, Farmers, Disabled Veterans, 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 Ionia Post Office will be available at the Green Ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green Ridge 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:** Customers felt the loss of a post office would have a detrimental effect on the business community.  
**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the Ionia 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.
2. **Concern:** Customers were concerned about mail security.  
**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
3. **Concern:** Customers were concerned about rising gas prices.  
**Response:** The customer expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.
4. **Concern:** Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

5. **Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

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

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

7. **Concern:**

Customers felt the post office should remain open since they paid taxes

**Response:**

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

5. **Concern:**

Customer stated that politicians are being paid to close post offices

**Response:**

The Postal Service is not hear to discuss politics.

6. **Concern:**

Customers stated that they have to drive to Lincoln to vote.

**Response:**

The Postal Service is not hear to discuss politics and government.

7. **Concern:**

Customers were concerned about loss of employment in the community

**Response:**

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

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 was promoted on May 09, 2008. 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 \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,675
Fringe Benefits @ 33.5%	\$ 2,571
Annual Lease Costs	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ionia, MO Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. 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 Ionia Post Office provided delivery and retail service to 32 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$9,563 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 Ionia Post Office, Cole Camp Post Office and Green Ridge 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.



DEBBIE WILSHUSEN  
Manager, Post Office Operations

03/18/2011  
Date



05/24/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
IONIA  
Docket Number 1368007 - 65335

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

---

DAVID MARTIN  
District Manager

Docket: 1368007 - 65315

Item Nbr: 44

Page Nbr: 1

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	IONIA, MO, 65335-9998
EAS Level:	55
District:	GATEWAY PFC
County:	Henry
Congressional District:	4th
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	32
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	32

Date	Action
05/09/2008	Office suspended. Reason suspended: Suspension notice sent to Headquarters. Postmaster vacancy occurred. Reason: was promoted OIC: Career: 0 Noncareer: 1 Other Employees: 1
01/14/2011	District manager authorization to study.
02/18/2011	Questionnaires sent to customers. Number sent: 50 Number Returned: 24 Analysis: Favorable 1 Unfavorable 10 No Opinion 13
04/19/2011	Petition received. Number of signatures: 77. Concerns expressed: postmaster status, sanctity of the mail, delivering and sending mail, purchasing money orders, abuses possible through contract units
	Congressional inquiry received: No Concerns expressed: n/a
03/16/2011	Proposal and checklist sent to district for review.
03/08/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/16/2011	Proposal and invitation for comments posted and round-dated.
05/17/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 9 No Opinion 0 3
03/16/2011	Premature PRC appeal received. Concerns expressed: n/a
02/18/2011	Updated PS Form 4920 completed (if necessary). Certification of the official record. District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations. Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted. Final determination posted at affected office(s) and round-dated. Final determination removed and round-dated.



06/03/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ionia Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Sue Wandersee, Post Office Review Coordinator, at (314) 436-3645 or Cynthia Bolles Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "D. Martin", written over a horizontal line.

DAVID MARTIN  
DISTRICT MANAGER  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4J/P1368007.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, GREAT LAKES Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the IONIA was received by 06/08/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 07/29/2011

Date of Removal: 08/30/2011

FINAL DETERMINATION TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: postmaster vacancy in addition to declining postal needs in the community. Delivery is already provided to the area by the neighboring Green Ridge Post Office. Regular and effective service can be provided to the area by alternate means.

The Ionia Post Office, an EAS-55 level, provides service from 10:30 a.m. to 1:30 p.m. Monday - Friday, 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 10 unfavorable, and 13 expressed no opinion.

One congressional inquiry was received on March 16, 2011.

A petition supporting the retention of the Ionia Post Office was received on April 19, 2011, with 77 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Green Ridge Post Office, an EAS-16 level office. Window service hours at the Green Ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

Retail service is also available at the Cole camp Post Office an EAS-16 level office, located nine miles away. Window service hours at Cole camp Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday and 8:30 to 10:15 a.m. on Saturday. There are 85 post office boxes available for rent.

The proposal to close the Ionia Post Office was posted with an invitation for comment at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office from March 18, 2011 to May 19, 2011. The following additional concerns were received during the proposal posting period:

- Concern:** Customer expressed a concern about the figures regarding daily window transactions

**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
- Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business

**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsstampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.
- Concern:** Customers asked why their post office was being discontinued while others were retained

**Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- 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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
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- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
7. **Concern:** Customers questioned the economic choice of not charging for Post Office Boxes
- Response:** The customer questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
10. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office had declined from an EAS- to an EAS- level office, qualifying for hours of service per week. The CPO will provide at least the same number of window service hours as the post office.
11. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customers felt the cost of postage was increasing while service was decreasing
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
13. **Concern:** Customer expressed a concern about leaving money in the mailbox

- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
14. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
15. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
16. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.
- Response:** The customer were concerned about the questionnaires not being send earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionares were only sent to customers that currently recieve mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordina
17. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

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

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

## II. EFFECT ON COMMUNITY

Ionia is an unincorporated community located in BENTON County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of Unemployed, Farmers, Disabled Veterans, and those who commute to work at nearby communities and may 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 Ionia Post Office will be available at the Green Ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green Ridge Post Office or by contacting your local government agency.

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

1. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the Ionia 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.
2. **Concern:** Customers were concerned about mail security

**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
3. **Concern:** Customers were concerned about rising gas prices

**Response:** The customer expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.
4. **Concern:** Customers were concerned about senior citizens

**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
5. **Concern:** Customers asked why their post office was being discontinued while others were retained

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

6. **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 Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
7. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
8. **Concern:** Customer stated that politicians are being paid to close post offices
- Response:** The Postal Service is not hear to discuss politics.
9. **Concern:** Customers stated that they have to drive to Lincoln to vote.
- Response:** The Postal Service is not hear to discuss politics and government.
10. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

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

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on May 09, 2006. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,675
Fringe Benefits @ 33.5%	\$ 2,571
Annual Lease Costs	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ionia Post Office provided delivery and retail service to 32 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$9,563 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Ionia Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011

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Date



07/29/2011

OFFICER-IN-CHARGE/POSTMASTER  
Ionia Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Ionia Post Office Final Determination  
Docket No. 1368007 - 65335

Please post in the lobby the enclosed final determination to close the Ionia Post Office. The final determination must be posted in a prominent place from 07/29/2011 through close of business on 08/30/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/31/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (314) 436-3645.

Sincerely,

A handwritten signature in cursive script that reads "Sue Wandersee".

SUE WANDERSEE  
POST OFFICE REVIEW COORDINATOR  
1720 MARKET ST ROOM 3000  
SAINT LOUIS, MO 63155-9900

Enclosures:  
Final Determination Official Record

Date of Posting: 07/29/2011

Date of Removal: 08/30/2011

FINAL DETERMINATION TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335



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The Postal Service is issuing the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

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The retail window averaged seven transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,452 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

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- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
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- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customer expressed a concern about leaving money in the mailbox

- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
14. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
15. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.
- Response:** The customer were concerned about the questionnaires not being sent earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordinator.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

## II. EFFECT ON COMMUNITY

Ionia is an unincorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of Unemployed, Farmers, Disabled Veterans, and those who commute to work at nearby communities and may 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 Ionia Post Office will be available at the Green Ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green Ridge Post Office or by contacting your local government agency.

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

- 1. Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the Ionia 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.
- 2. Concern:** Customers were concerned about mail security

**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- 3. Concern:** Customers were concerned about rising gas prices

**Response:** The customer expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.
- 4. Concern:** Customers were concerned about senior citizens

**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- 5. Concern:** Customers asked why their post office was being discontinued while others were retained

- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
6. **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 Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
7. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
8. **Concern:** Customer stated that politicians are being paid to close post offices
- Response:** The Postal Service is not hear to discuss politics.
9. **Concern:** Customers stated that they have to drive to Lincoln to vote.
- Response:** The Postal Service is not hear to discuss politics and government.
10. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

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

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,675
Fringe Benefits @ 33.5%	\$ 2,571
Annual Lease Costs	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ionia Post Office provided delivery and retail service to 32 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$9,563 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Ionia Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.



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Dean J. Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011

\_\_\_\_\_  
Date

Date of Posting: 07/29/2011

Date of Removal: 08/30/2011

FINAL DETERMINATION TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335



## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ionia, MI Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: postmaster vacancy in addition to declining postal needs in the community. Delivery is already provided to the area by the neighboring Green Ridge Post Office. Regular and effective service can be provided to the area by alternate means.

The Ionia Post Office, an EAS-55 level, provides service from 10:30 a.m. to 1:30 p.m. Monday - Friday, 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 10 unfavorable, and 13 expressed no opinion.

One congressional inquiry was received on March 16, 2011.

A petition supporting the retention of the Ionia Post Office was received on April 19, 2011, with 77 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Green Ridge Post Office, an EAS-16 level office. Window service hours at the Green Ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

The proposal to close the Ionia Post Office was posted with an invitation for comment at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office from March 18, 2011 to May 19, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customers felt the cost of postage was increasing while service was decreasing

**Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

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

1. **Concern:** Customer expressed a concern about the figures regarding daily window transactions

**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.

2. **Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business

**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsatampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.

3. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
7. **Concern:** Customers questioned the economic choice of not charging for Post Office Boxes
- Response:** The customer questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
10. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office had declined from an EAS- to an EAS- level office, qualifying for hours of service per week. The CPO will provide at least the same number of window service hours as the post office.
11. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customer expressed a concern about leaving money in the mailbox

- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail
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14. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
15. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.
- Response:** The customer were concerned about the questionnaires not being sent earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordinator.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

## II. EFFECT ON COMMUNITY

Ionia is an unincorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of Unemployed, Farmers, Disabled Veterans, and those who commute to work at nearby communities and may 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 Ionia Post Office will be available at the Green Ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green Ridge Post Office or by contacting your local government agency.

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

- Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the Ionia 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.
- Concern:** Customers were concerned about mail security

**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern:** Customers were concerned about rising gas prices

**Response:** The customer expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.
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- Concern:** Customers asked why their post office was being discontinued while others were retained

- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
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- Response:** The Postal Service is not hear to discuss politics.
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Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,875
Fringe Benefits @ 33.5%	\$ 2,571
Annual Lease Costs	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ionia Post Office provided delivery and retail service to 32 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$9,563 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.
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Dean J Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011

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Date



Date of Posting: 07/29/2011

Date of Removal: 08/30/2011



FINAL DETERMINATION TO CLOSE  
THE IONIA, MO POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1368007 - 65335

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: postmaster vacancy in addition to declining postal needs in the community. Delivery is already provided to the area by the neighboring Green Ridge Post Office. Regular and effective service can be provided to the area by alternate means.

The Ionia Post Office, an EAS-55 level, provides service from 10:30 a.m. to 1:30 p.m. Monday - Friday, 10:30 a.m. to 12:30 p.m. Saturday and lobby hours of 10:30 a.m. to 1:30 p.m. on Monday - Friday and 10:30 a.m. to 12:30 p.m. on Saturday to 32 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders, special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services, and the acceptance and dispatch of all classes of mail.

The retail window averaged seven transaction(s) accounting for eight minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$10,769 ( 28 revenue units) in FY 2008; \$8,074 ( 21 revenue units) in FY 2009; and \$6,462 ( 17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 24, 2011, representatives from the Postal Service were available at Ionia Post Office to answer questions and provide information to customers. 31 customer(s) attended the meeting.

On February 18, 2011, 50 questionnaires were distributed to delivery customers of the Ionia Post Office. Questionnaires were also available over the counter for retail customers at the Ionia Post Office. 24 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 10 unfavorable, and 13 expressed no opinion.

One congressional inquiry was received on March 16, 2011.

A petition supporting the retention of the Ionia Post Office was received on April 19, 2011, with 77 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Green Ridge Post Office, an EAS-16 level office. Window service hours at the Green Ridge Post Office are from 8:30 a.m. to 11:00 a.m. and 1:00 p.m. to 4:45 p.m., Monday through Friday, and 7:00 to 8:45 a.m. on Saturday. There are 58 post office boxes available.

The proposal to close the Ionia Post Office was posted with an invitation for comment at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office from March 18, 2011 to May 19, 2011. The following additional concerns were received during the proposal posting period:

- Concern:** Customers felt the cost of postage was increasing while service was decreasing

**Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

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

- Concern:** Customer expressed a concern about the figures regarding daily window transactions

**Response:** The customer expressed a concern about the figures regarding the daily window transactions. Many factors are weighed in determining the postal needs of a community. Data is gathered for the prior three years in an effort to determine the needs of an area. Although weather conditions may alter the days that transactions take place, customers often plan their postal visits around known weather events.
- Concern:** Customer expressed a desire to relocate the Ionia Post Office to their business

**Response:** The customer expressed interest in relocating the post office to your business. If your business is interested in providing postal services, the following link guides you to a service that you might be of interest to your business. <http://www.uspsstampstogo.com/> Other options may be found at [usps.com](http://usps.com) as well.

3. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **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 attempting to continue the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
7. **Concern:** Customers questioned the economic choice of not charging for Post Office Boxes
- Response:** The customer questioned the economic choice of not charging for Post Office Boxes. The postal service is required to provide every household with one free form of delivery. At the time that you were given free PO Box mail, free carrier service was not available to your location.
8. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
10. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office had declined from an EAS- to an EAS- level office, qualifying for hours of service per week. The CPO will provide at least the same number of window service hours as the post office.
11. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Our record indicate that mail is already delivered to you by the Green Ridge Post Office.
12. **Concern:** Customer expressed a concern about leaving money in the mailbox

- Response:** The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
13. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Green Ridge Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
14. **Concern:** Customers felt the route should emanate from Camp Cole because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Camp Cole is closer for some customers, Green Ridge may be closer for others. A Green Ridge rural carrier already provides service to the area. The only people affected are the Post Office Box Customer. Customers are welcome to use any postal facility that is convenient to them and open a new PO Box at any postal location.
15. **Concern:** Customers stated that questionnaires should have been sent earlier and to more customers. Customers also stated that there was not enough notice given for the community meeting.
- Response:** The customer were concerned about the questionnaires not being sent earlier and/or there was not enough time for the community meeting given. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Questionnaires were only sent to customers that currently receive mail from the Ionia Post Office. Much of Ionia is already serviced by a rural carrier out of Green Ridge. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. The Postal Service apologizes if the community meeting took place with little notice. Any customer who has comments or concerns to express is urged to convey them to Post Office Review Coordinator.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

## II. EFFECT ON COMMUNITY

Ionia is an unincorporated community located in Henry County. The community is administered politically by City of Ionia. Police protection is provided by the Benton County. Fire protection is provided by the Volunteer Dept. -Ionia. The community is comprised of Unemployed, Farmers, Disabled Veterans, and those who commute to work at nearby communities and may 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 Ionia Post Office will be available at the Green Ridge Post Office. Government forms normally provided by the Post Office will also be available at the Green Ridge Post Office or by contacting your local government agency.

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

- Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the Ionia 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.
- Concern:** Customers were concerned about mail security

**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern:** Customers were concerned about rising gas prices

**Response:** The customer expressed a concern about rising gas prices. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. 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.
- Concern:** Customers were concerned about senior citizens

**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern:** Customers asked why their post office was being discontinued while others were retained

- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
6. **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 Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
7. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
8. **Concern:** Customer stated that politicians are being paid to close post offices
- Response:** The Postal Service is not hear to discuss politics.
9. **Concern:** Customers stated that they have to drive to Lincoln to vote.
- Response:** The Postal Service is not hear to discuss politics and government.
10. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices. Reducing operational costs while still providing service is our goal.

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

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on May 09, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 9,563 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 7,675
Fringe Benefits @ 33.5%	\$ 2,571
Annual Lease Costs	<u>+ \$ 2,040</u>
Total Annual Costs	\$ 12,286
Less Annual Cost of Replacement Service	<u>- \$ 2,723</u>
Total Annual Savings	<u>\$ 9,563</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Ionia, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Green Ridge Post Office, located 14 miles away.

The postmaster was promoted on May 09, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ionia Post Office provided delivery and retail service to 32 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged seven. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$9,563 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Ionia Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ionia Post Office, Cole Camp Post Office and Green Ridge Post Office during normal office hours.



\_\_\_\_\_  
Dean J Granholm  
Vice President of Delivery and Post Office Operations

06/30/2011

\_\_\_\_\_  
Date