MARTINSBURG Docket: 1433801 - 13404

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

Return to Flow...

Page	Document		
1.	Request/approval to study for discontinuance (02/25/2011)	☑	
2.	Notice (if appropriate) to Headquarters of suspension	☑	
3.	Notice (if appropriate) to customers/district personnel of suspension	☑	
4.	Highway map with community highlighted (02/25/2011)	☑	
5.	Eviction notice (if appropriate) (02/25/2011)	☑	
6.	Building inspection report and original photos of building deficiencies (if appropriate) (02/25/2011)	☑	
7.	Post Office and community photos (03/24/2011)	☑	
8.	PS Form 150, Postmaster Workload Information (03/04/2011)	☑	
9.	Worksheet for calculating work service credit (02/28/2011)	☑	
10.	Window transaction record (03/22/2011)	☑	
11.	Record of incoming mail (03/22/2011)	☑	
12.	Record of dispatched mail (03/22/2011)	☑	
13.	Administrative postmaster/OIC comments (03/24/2011)	☑	
14.	Inspection Service/local law enforcement vandalism reports (02/28/2011)	☑	
15.	Post Office fact sheet (04/28/2011)	☑	
16.	Community fact sheet (05/19/2011)	☑	
17.	Alternate service options/cost analysis (03/30/2011)	☑	
18.	Form 4920, Post Office Fact Sheet (04/28/2011)	☑	
19.	Recomendation and Service Replacement Type (04/01/2011)	☑	
20.	Questionnaire instruction letter to postmaster/OIC (05/03/2011)	☑	
21.	Cover letter, questionnaire, and enclosures (05/03/2011)	☑	
22.	Returned customer questionnaires and Postal Service response letters (05/03/2011)	☑	
23.	Analysis of questionnaires (05/19/2011)	☑	
24.	Community meeting roster (05/13/2011)	☑	
25.	Community meeting analysis (05/13/2011)	☑	
26.	Community meeting letter **(Need to set before questionnaire if not held before)** (05/03/2011)	☑	
27.	Petition and Postal Service response letter (if appropriate) (05/12/2011)	☑	
28.	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)	☑	
29.	Proposal checklist (04/28/2011)	☑	
30.	District notification to Government Affairs (05/28/2011)	☑	
31.	Instructions to postmaster/OIC to post proposal (05/19/2011)	☑	
32.	Invitation for comments exhibit (05/28/2011)	☑	
33.	Proposal exhibit	☑	
34.	Comment form exhibit (05/19/2011)	☑	
35.	Instructions for postmaster/OIC to remove proposal (07/22/2011)	☑	
36.	Round-date stamped proposals and invitations for comments from affected offices ()	☐	
37.	Notification of taking proposal and comments under internal consideration (07/22/2011)	☑	
38.	Customer comments and Postal Service response letters (05/25/2011)	☑	
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	☐	
40.	Analysis of comments ()	☐	
41.	Revised proposal (if appropriate) ()	☐	
42.	Updated PS Form 4920 (if appropriate) (04/28/2011)	☑	
43.	Certification of record ()	☐	
44.	Log of Post Office discontinuance actions ()	☐	

Below is the letters that need to go out and forms to complete for Posting the Final Determination for MARTINSBURG

MARTINSBURG Docket: 1433801 - 13404			
*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review		Return to Flow	
Page	Document		
41.	Revised proposal (if appropriate) (07/28/2011)	☑	
42.	Updated PS Form 4920 (if appropriate) (07/29/2011)	☑	
43.	Certification of record (07/29/2011)	☑	
44.	Log of Post Office discontinuance actions (07/29/2011)	☑	
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (08/01/2011)	☑	
46.	Headquarters' acknowledgment of receipt of record (08/14/2011)	☑	
47.	Final determination transmittal letter from Headquarters (08/19/2011)	☑	
48.	Instruction letter to postmaster/OIC on posting ()	☐	
49.	Round-date stamped final determination cover sheets ()	☐	
50.	Postal Bulletin Post Office Change Announcement ()	☐	
51.	Vice president, Delivery and Retail, instruction letter (08/19/2011)	☑	

FILE LINK

Back to Flow

UNITED STATES POSTAL SERVICE

02/25/2011

EDWARD PHELAN
DISTRICT MANAGER
ALBANY PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 23 congressional district.

Post Office Name:	MARTINSBURG
Zip+4 Code:	13404-9998
EAS Level:	11
Finance Number:	355100
County:	Lewis
Proposed Admin Office:	LOWVILLE PO
ADMIN Miles Away:	3.0
Near Office Name:	LOWVILLE PO
Near Miles Away:	3.0
Number of Customers:	
Post Office Box:	89
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	89

The above office became vacant when the postmaster was promoted on 03/04/2006.

Management initiated study to provide rgular and effective service through alternate channels.

BRIAN SHEPARDSON
Manager, Post Office Operations

Approval to Study for Discontinuance:

EDWARD PHELAN
DISTRICT MANAGER
ALBANY PFC

02/25/2011
DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES POSTAL SERVICE

Docket: 1433801 -13404
Item Nbr: 2

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

• **There was no Emergency Supension for this office**

Prepared by: Nadine Tremblay Date: 03/23/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4080 Fax No: (518) 464-7429

UNITED STATES POSTAL SERVICE

Docket: 1433801 - 13404
Item Nbr: 3

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

There was no Emergency Supension for this office

Prepared by: Nadine Tremblay Date: 03/23/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4080 Fax No: (518) 464-7429

1433801-13404

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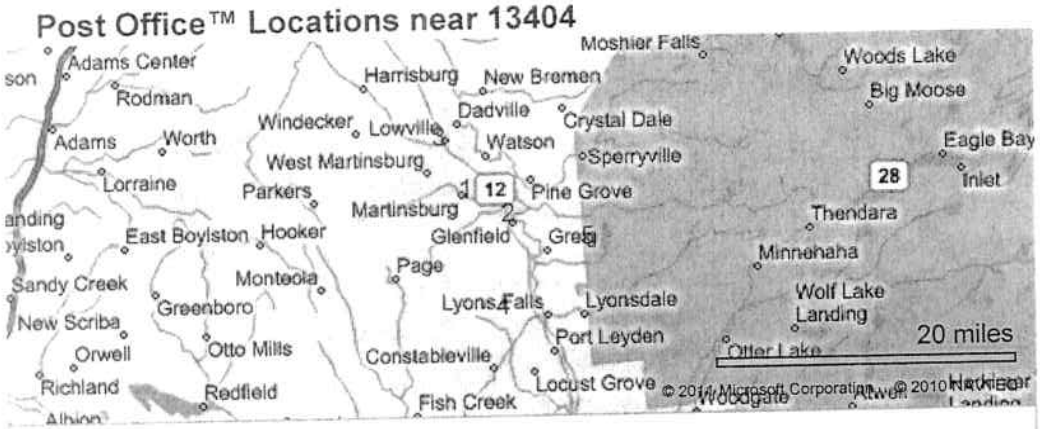
UNITED STATES POSTAL SERVICE

A service of white pages

Post Office™ Locations

PRINT | BACK

Post Office™ Locations near 13404



1 **Post Office™ Location - MARTINSBURG**
5604 WHITAKER RD
MARTINSBURG, NY
13404-9998
(800) ASK-USPS
(800) 275-8777
(315) 376-5944
0.6 mi

Business Hours
Mon-Fri
8:00am-1:00pm
2:00pm-4:45pm
Sat
8:30am-11:15am
Sun
closed

Services
PO Boxes Online

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

2 **Post Office™ Location - GLENFIELD**
6036 MAIN ST
GLENFIELD, NY
13343-9998
(800) ASK-USPS
(800) 275-8777
(315) 376-6166
3.8 mi

Business Hours
Mon-Fri
8:00am-1:00pm
2:00pm-4:45pm
Sat
9:00am-12:00pm
Sun
closed

Services
PO Boxes Online

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

3 **Post Office™ Location - LOWVILLE**
7651 N STATE ST
LOWVILLE, NY 13367-9998
(800) ASK-USPS
(800) 275-8777
(315) 376-3111
3.9 mi

Business Hours
Mon-Fri
8:15am-4:30pm
Sat
9:30am-12:30pm
Sun
closed

Services
PO Boxes Online

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

14 33801- 13404
Page 4a

4 **Post Office™ Location - TURIN**
4205 STATE ROUTE 26
TURIN, NY 13473-9998
(800) ASK-USPS
(800) 275-8777
(315) 348-8007
8.4 mi

Business Hours
Mon-Fri
7:45am-12:30pm
2:00pm-4:45pm
Sat
8:30am-10:30am
Sun
closed

Services
PO Boxes Online

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

5 **Post Office™ Location - BRANTINGHAM**
5508 PARTRIDGEVILLE RD
BRANTINGHAM, NY 13312-9997
(800) ASK-USPS
(800) 275-8777
(315) 348-4090
9.4 mi

Business Hours
Mon-Fri
8:00am-12:30pm
2:00pm-4:00pm
Sat
10:00am-12:00pm
Sun
closed

Services
PO Boxes Online

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

Post Office™ Locations near 13404

By City

MARTINSBURG GLENFIELD LOWVILLE TURIN BRANTINGHAM

By ZIP Code

13343 13367 13473 13312 13368 13305 13620 13327 13325 13433
13626 13631 13619 13309 13489 13494 13303 13437 13665 13628

People and Business Search

Find people and businesses at WhitePages.com

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

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

Reverse Phone Number
See who is calling you

Yellow Pages, White Pages, also nearby

DOCKET NO. 1433801-13404
ITEM NO. 5
PAGE 1

UNITED STATES
POSTAL SERVICE

March 23, 2011

RE: Martinsburg NY 13404

Memo to the record. There is no page 5, Eviction Notice.

This is a management initiated study and an eviction does not apply.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

UNITED STATES
POSTAL SERVICE

DOCKET NO. 1433801-13404
ITEM NO. 6
PAGE 1

March 23, 2011

RE: Martinsburg NY 13404

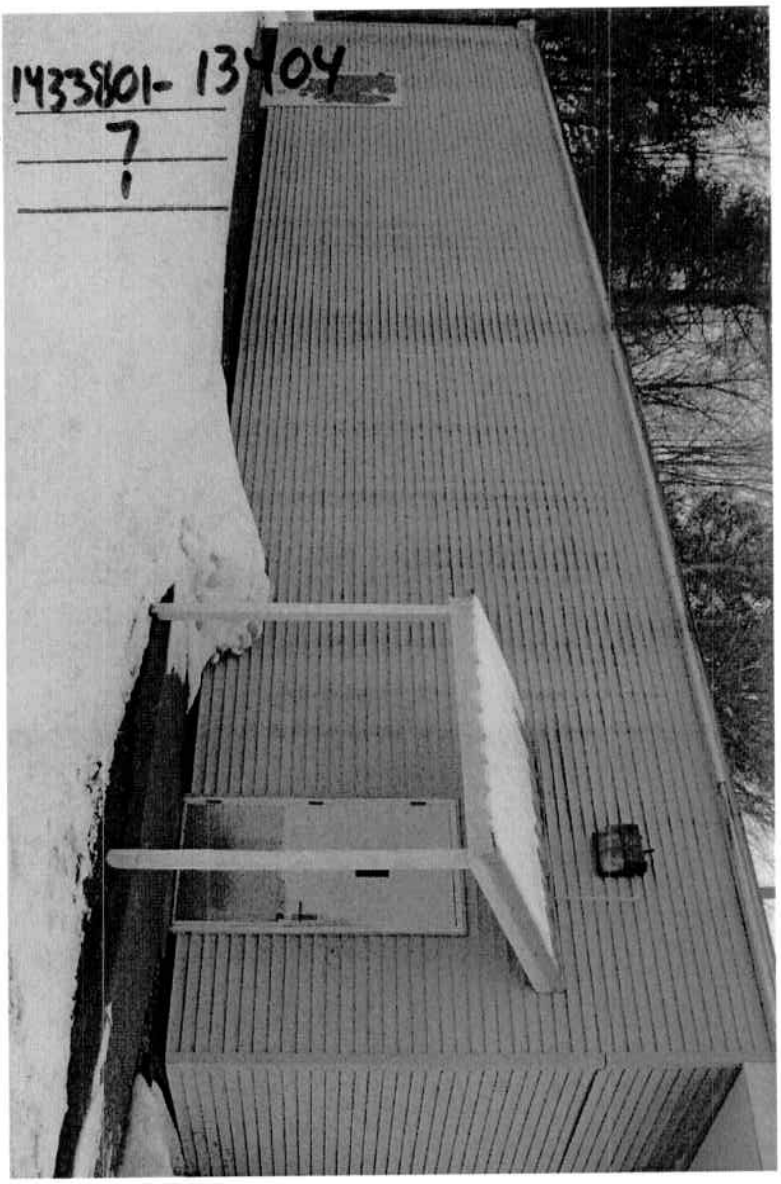
Memo to the record. There is no page 6, Building inspection report and original photos of building deficiencies.

This is a management initiated study; therefore, this item does not apply.

Nadine Tremblay

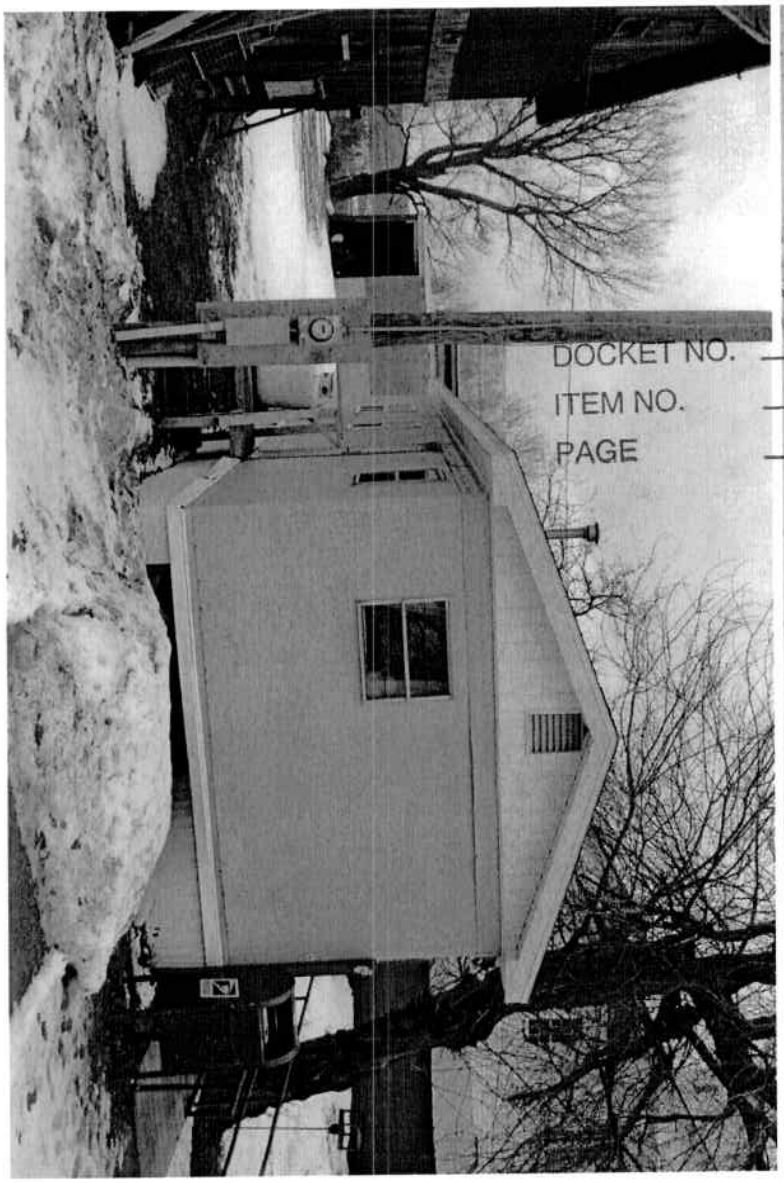
Nadine Tremblay
Post Office Review Coordinator

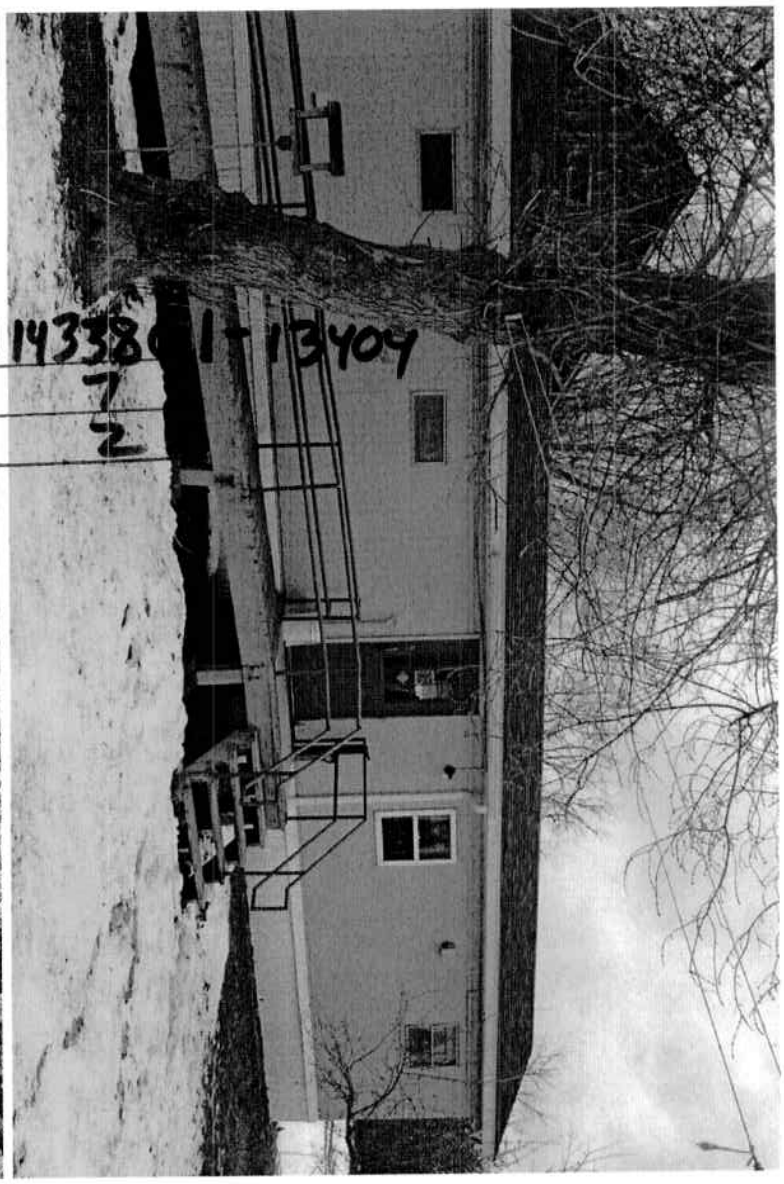

DOCKET NO.
FRAGILE
HANDLE WITH CARE
GLASS
FRAGILE


14338801- 13404
7


UNITED STATES
POSTAL SERVICE
MARTINSBURG
NEW YORK
13404

DOCKET NO. 143380-1-13404
ITEM NO. 7
PAGE 2





DOCKET NO. 1433801-13404
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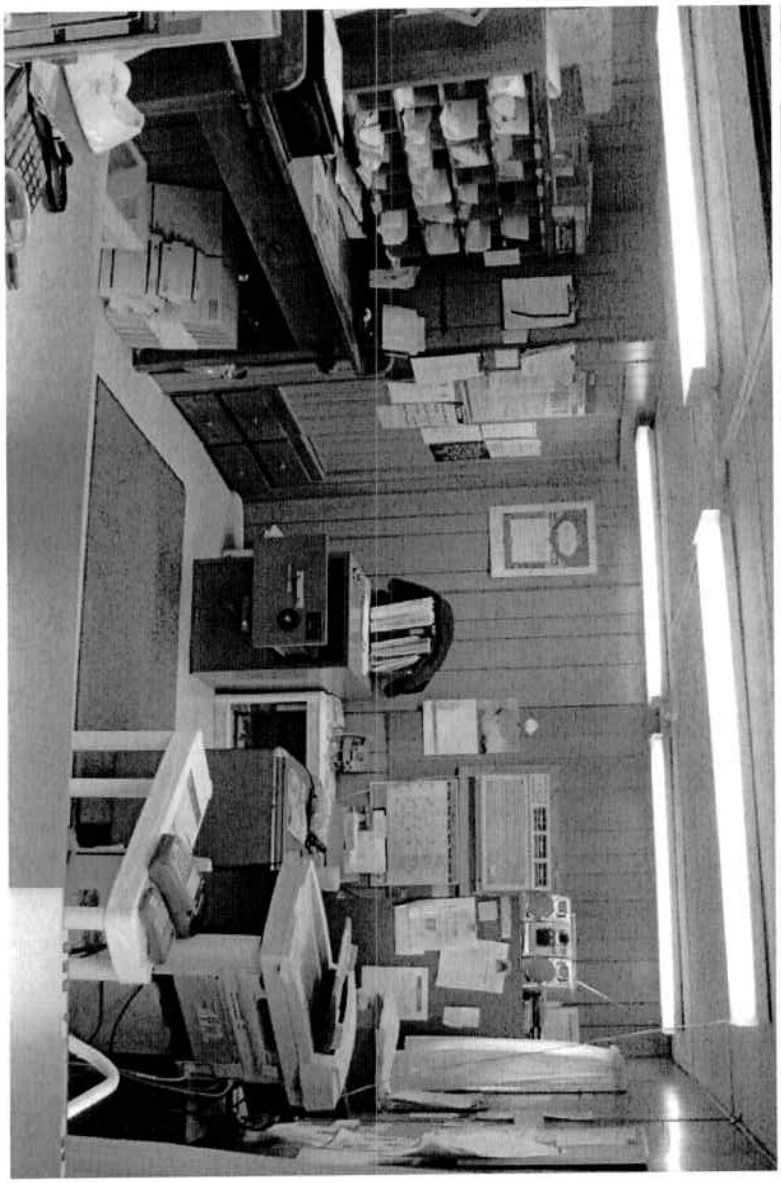

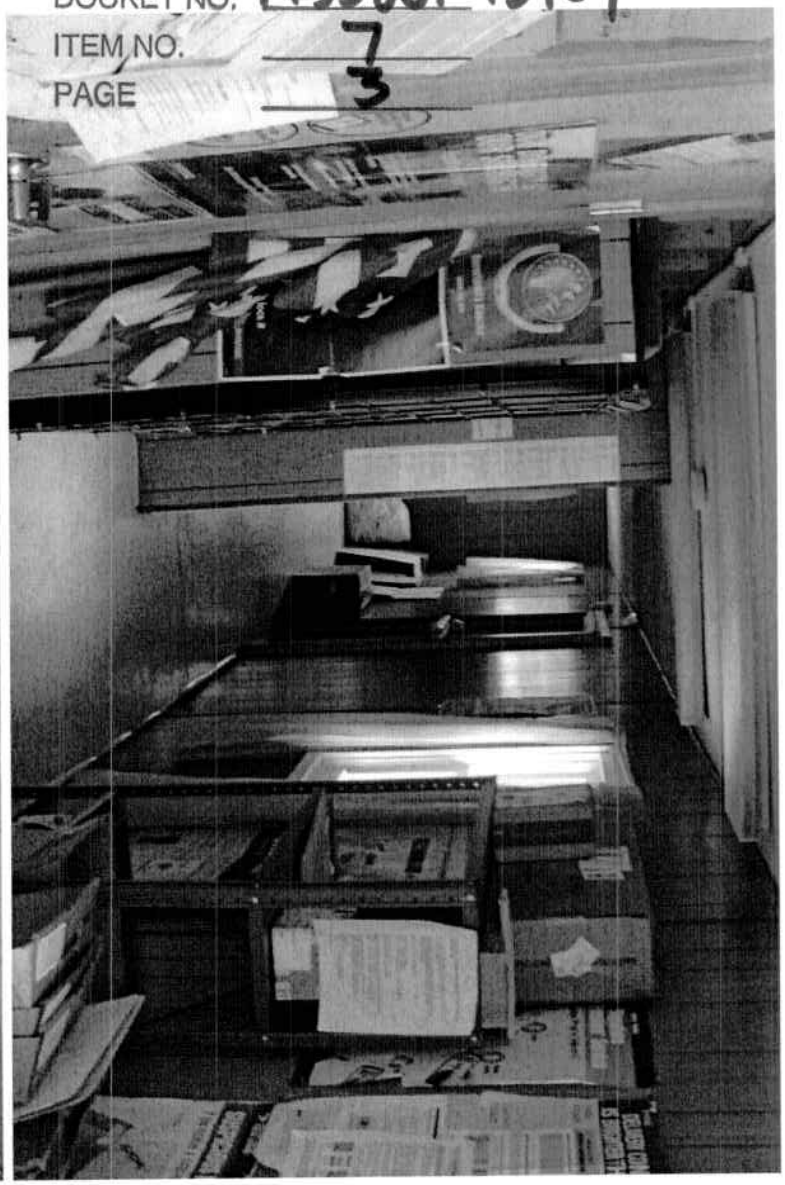

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code MARTINSBURG, NY 13404	Postmaster's Signature QN66NB	Date 03/03/2011
District Office, State & Zip Code ALBANY PFC, NY 12288	District Manager's Signature KY2CNZ	Date 03/04/2011
(Check Box) ☑ Vacancy ☐ Management Review ☐ RFR	See Instructions on Reverse	

1. Current Office Level		11
2. Finance Number	(1-6)	355100
3. General Delivery Families Served	(7-9)	0
4. Post Office Boxes/Call Boxes Rented	(10-15)	86
5. Possible City Deliveries	(16-20)	0
6. Administrative Rural Boxes Served	(21-25)	0
7. Intermediate Rural Boxes Served	(26-30)	0
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12. Number of Carrier Stations/Branches	(48-49)	0
13. Number of Finance Stations/Branches	(50-51)	0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a. Does Office Experience A Seasonal Workload? *(box one "Y" of yes, "N" for no)* *(If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)*	(54)	N
15b. Duration of Experience A Seasonal Workload? *(minimum or 8 weeks)*	(55-56)	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)	Y
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23. Is Postmaster Lessor for Government Owned Building?	(64)	N
24. Does Office Have MPLSM/SPLSM?	(65)	N
25. Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	86	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

Instructions

1. Enter current evaluated office level.
2. Enter the 6 digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes *rented*. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report* for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.
13. Enter the number of classified finance stations and/or branches *(without carrier delivery service)* staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
    (a) A contract station is a detached finance unit manned by non-postal employees.
    (b) A rural station is a post office box delivery unit serviced by a rural carrier.
    (c) A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all incoming letter size mail to city, rural and/or star routes?
20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute food stamps?

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

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

Office Name: MARTINSBURG
Office Zip+4: 13404 -9998 District: ALBANY PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	86	X 1.0	=	86
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				86

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	31 units	=	15.50
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
	Total revenue WSCs:					40.50

Activity WSCs 86 + Revenue WSCs = 40.50 Base WSCs 126.50 = EAS Grade E

Previous evaluation: EAS grade 11

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

Worksheet completed by:

NADINE TREMBLAY — Printed Name

NADINE.M.TREMBLAY@USPS.GOV — Signature

ALBANY PFC District Review Coordinator — Title

02/28/2011 — Date

Window Transaction Survey

Window Transaction Survey

PO Name: MARTINSBURG ZIP+4: 13404 - 9998 Completed By: Q31310

Survey Period: 03/05/2011 through 03/18/2011

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 (1.188)
Sat - 03/05	4	0	0	0	0	0	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	7	0	0	0	0	0	0	0
Tue - 03/08	9	0	0	0	0	0	0	0
Wed - 03/09	11	0	0	0	0	0	0	0
Thu - 03/10	10	0	0	0	0	0	0	0
Fri - 03/11	15	0	0	0	0	0	0	0
Sat - 03/12	3	0	0	0	0	0	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	16	1	0	0	0	0	0	0
Tue - 03/15	20	1	0	0	0	1	0	0
Wed - 03/16	14	0	0	0	0	0	0	0
Thu - 03/17	21	0	0	0	0	1	0	0
Fri - 03/18	18	1	0	0	0	1	0	0
TOTALS	148	3	0	0	0	3	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	9.6	0.3	0.0	0.0	0.0	0.4	0.0	0.0

Average Number Daily Transactions: 12.8 Average Daily Retail Workload in Minutes: 10.3

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: MARTINSBURG 13404 - 9998

Dates Recorded: 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	200	25	6	49	2	0	3	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	150	83	5	115	0	2	0	0
Tue - 03/08	50	44	0	52	0	2	0	0
Wed - 03/09	162	28	3	41	1	5	1	0
Thu - 03/10	122	28	5	41	2	1	0	1
Fri - 03/11	125	72	4	33	1	1	2	94
Sat - 03/12	122	59	2	47	0	3	0	1
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	137	126	7	93	0	0	0	0
Tue - 03/15	71	61	3	17	0	2	0	0
Wed - 03/16	119	45	6	83	0	0	0	6
Thu - 03/17	152	63	4	49	0	3	0	0
Fri - 03/18	129	59	3	105	4	3	0	0
TOTALS	1,539	693	48	725	10	22	6	102
Daily Average	128.3	57.8	4.0	60.4	0.8	1.8	0.5	8.5

Signature of Person Making Count: Q31310

Printed Name: Q31310

Date: 03/22/11

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: MARTINSBURG 13404 - 9998

Dates Recorded: 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	26	0	3	0	0	0	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	60	0	0	0	0	0	0	0
Tue - 03/08	48	0	5	0	7	1	0	0
Wed - 03/09	61	4	0	0	3	3	0	0
Thu - 03/10	43	1	4	2	1	1	0	0
Fri - 03/11	49	3	0	0	2	0	0	0
Sat - 03/12	31	0	0	0	0	0	0	6
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	43	1	1	0	0	1	0	0
Tue - 03/15	51	0	2	0	0	3	0	1
Wed - 03/16	45	0	0	0	1	0	0	0
Thu - 03/17	74	0	2	0	1	0	0	0
Fri - 03/18	93	0	0	0	1	0	0	0
TOTALS	624	9	17	2	16	9	0	7
Daily Average	52.0	0.8	1.4	0.2	1.3	0.8	0.0	0.6

Signature of Person Making Count: Q31310

Printed Name: Q31310

Date: 03/22/11

UNITED STATES POSTAL SERVICE

03/24/2011

OIC/POSTMASTER

SUBJECT: MARTINSBURG 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 MARTINSBURG 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 MARTINSBURG 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 NADINE TREMBLAY by 04/07/2011. This information will be entered into the official record for public viewing.

Post Office Box	86
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	86

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

none known

NADINE TREMBLAY
Post Office Review Coordinator

Comments:

none known

cc: Official Record

02/28/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the MARTINSBURG Post Office, 13404 - 9998, located in Lewis 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

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

UNITED STATES POSTAL SERVICE

Docket: 1370958-13659
Page Nbr: 14a

04/30/2011

Lewis County Sheriff's Dept

PO box 233 Outer Street

Loweville, NY 13367

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the Martinsburg Post Office, 13404 - 9998, located in Lewis County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ___

Comments/Findings:

We show no issues regarding the post office or near-by housing

cc: Official Record

Lewis co Sheriff
Write about

Post Office Survey Sheet

Post Office Name	MARTINSBURG	ZIP+4	13404-9998
Congressional District	23	Date	03/30/2011

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.
   none known

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

3. Lease terms? 30-day cancellation clause? Own

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

5. List potential CPO sites.
   CPU sites investigated by Retail

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?
   PM position is vacant OIC is PMR POOM will review vacancies elsewhere

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?
   HCR driver brings mail and takes dispatch of mail Stop would be eliminated Collection box removed unless in carriers line of trave No lock pouch needed

How Post Office boxes are installed?	184	
How Post Office boxes are used?	86	
What are the window service hours?	08:00 - 13:00 - 14:00 - 16:45	M-F
	08:30 - 11:15	S
What are the lobby hours?	08:00-17:00	M-F
	08:30-11:30	S

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

Post Office Survey Sheet *(continued)*

10. What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?
computer stand

11. List potential CBU/parcel lockers sites and distances from present Post Office site.
none known

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 known

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	
b.	Will this change result in the route being overburned?	☐ Yes ☑ No
	If so, what accommodations will be made to adjust the route?	add Aux or split if needed
c.	How many boxes and miles will be added to the route?	71, box 32 Miles
d.	What would be the additional annual expense if the route is increased?	25117
e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	
	Will this delivery time be affected if the office is discontinued? (Y or N)	☐ Yes ☑ No
	If so, how?	0

14. Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? ☑ More ☐ Same ☐ Less
Martinsburg PO Box fee group 5 Lowville PO Box fee group 4

Community Survey Sheet

Community Survey Sheet

Post Office Name	MARTINSBURG	ZIP+4	13404-9998
Congressional District	23	Date	03/30/2011

1. Incorporated? ☐ Yes ☑ No

   Local government provided by: none known
   Police protection provided by: Lewis County Sheriff's Dept
   Fire protection provided by: Martinsburg FD
   School location: Loweville

2. What population growth is expected? (Please document your source)
   Data not available, used closed Post Office Glenfield Projected Annual Household Growth Rate: -0.16% see attached

3. What residential, commercial, or business growth is expected? (Please document your source)
   see attached Sperlings Best Places

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.)
   See attached Wikipedia.org

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

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?
   none known

ZIP CODE DEMOGRAPHIC REPORT

DOCKET NO. 143380I-13404
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No data was found for the entered ZIP Code.
Please check your ZIP request carefully.

When **no** household growth data is found for a particular ZIP code, it is often discovered that the ZIP Code is for a PO box section within a Postal facility, has no associated geographic delivery territory, or is a new ZIP code.

To learn more about the nature of a specific ZIP Code, please contact the servicing Postmaster. Thank You.

New ZIP Code Search

| Home | USPS Blue | Assistance |

ZIP CODE DEMOGRAPHIC REPORT

DOCKET NO. 1433801-13404
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PAGE 3

Post Office Name: Glenfield, NY
ZIP Code: 13343

Total Population:		**Total Households:**	
2010	1,896	**2010**	767
2015	1,872	**2015**	761

Projected Annual Household Growth Rate: -0.16%

Facility Planning 2010 Dataset

New ZIP Code Search

| Home | USPS Blue | Assistance |

Highway Contract Route Cost Analysis Form

Highway Contract Route
Estimated Cost for Alternative Service

Office Name: MARTINSBURG
Office Zip+4: 13404 -9998 District: ALBANY PFC

1.	Enter the number of additional boxes to be added to the route	71	x 3.64 hours per year	258.44
2.	Enter the number of additional miles to be added to the route	32.38	x 10.40 hours per year	336.75
			Total time added to the route	595.19
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)			35.00
	Total additional compensation (HCR hourly rate x total time added to the route)			20,831.65

Rural Route Cost Analysis Form

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

Office Name: MARTINSBURG
Office Zip+4: 13404 -9998 District: ALBANY PFC

1.	Enter the number of additional boxes to be added to the rural route	71		
2.	Enter the number of additional miles to be added to the route	32.38		
	Enter the volume factor	2.76		
		Total (additional boxes x volume factor)		195.96
3.	Enter the number of additional boxes to be added to the rural route	71		
	Centralized boxes	0.00	x 1.00 Min	0.00
	Regular L route boxes	0.00	x 1.82 Min	0.00
	Regular Non-L route boxes	71.00	x 2.00 Min	142.00
			Total additional box allowance	142.00
4.	Enter the number of additional daily miles to be added to the rural route	32.38	x 12 Mileage Standard	388.56
			Total additional minutes per week (miles carried to two decimal places)	726.52
5.	Total additional annual minutes (additional minutes per week year)	726.52	x 52 Weeks	37,779.04
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	37,779.04	/ 60 Minutes	629.65
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	39.89		
		Total Annual Cost (additional annual hours x rural cost per hour)		25,116.77
8.	Enter lock pouch allowance (if applicable)			0.00
		Total annual cost for alternate service (annual cost minus lock pouch allowance)		25,116.77

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared 03/30/2011

2. Post Office Name MARTINSBURG

3. State and ZIP + 4 Code NY, 13404-9998

4. District, Customer Service ALBANY PFC

5. Area, Customer Service NORTHEAST

6. County Lewis

7. Congressional District 23

8. Reason for Proposal to Discontinue Management initiated study to provide rgular and effective service through alternate channels.

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

10. Proposed Permanent Alternate Service

11. Staffing

a. [ ] PM [✔] PM Vacancy Reason & Date: was promoted

Occupied 03/04/2006

b. [✔] OIC [ ] Career [ ] Non-Career

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

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

e. No of Others- 0 No of Career- 0 No of Non-Career- 0

12. Hours of Service

a. Time M-F	Sat	Total Window Hours Per Week
08:00 - 13:00, 14:00 - 16:45	08:30 - 11:15	
a. Lobby Time M-F	Sat	
08:00-17:00	08:30-11:30	0.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	86
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	86
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	12.80

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	186	52
b. Newspaper	64	1
c. Parcel	2	2
d. Other	9	0
e. Total	261	55
f. No. of Postage Meters		0
g. No. of Permits		0

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008	$ 23,737	$ 33168	$11,111
2009	$ 23,304		
2010	$ 21,611		

16a. Quarters

[✔] Postal Owned [ ] Leased *(if Leased, Expiration Date) 01/01/1900* Annual Lease $ 0

30-day cancellation clause? [ ] Yes [✔] No Evicted? [ ] Yes [✔] No (if Yes, must vacate by)

Located in: [ ] Business [ ] Home [✔] Other Suitable alternate quarters available? [✔] Yes [ ] No

16b. Explain:
Lowville Post Office

17. Schools, Churches and Organization in Service Area: No: 0

18. Businesses in Service Area: No: 0

19. Administrative/Emanating Office *(Proposed)*:
Name LOWVILLE PO EAS Level 18 Miles Away 3.0
Window Service Hours: M-F 08:15 16:30 SAT 09:30 12:30
Lobby Hours: M-F 06:45-17:00 SAT 06:45-16:00
PO Boxes Available: 160

20. Nearest Post Office *(if different from above)*:
Name LOWVILLE PO EAS Level 18 Miles Away 3.0
Window Service Hours: M-F 08:15 16:30 SAT 09:30 12:30
Lobby Hours: M-F SAT
PO Boxes Available: 0

21. Prepared by

Printed Name and Title		Signature	Telephone No. AC ()
NADINE TREMBLAY		*NADINE TREMBLAY*	(518) 452-4080
PO Discontinuance Coordinator Name	Telephone No. AC ()	Location	
NADINE TREMBLAY	(518) 452-4080	ALBANY, NY	

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

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

Prepared by: Nadine Tremblay Date: 04/04/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4080 Fax No: (518) 464-7429

UNITED STATES POSTAL SERVICE

05/03/11

OIC/POSTMASTER

SUBJECT: MARTINSBURG Post Office

Enclosed are questionnaires addressed to customers of the MARTINSBURG 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 05/12/2011 for further review.

Nadine Tremblay
Post Office Review Coordinator
Enclosures

UNITED STATES POSTAL SERVICE

05/03/2011

POSTAL CUSTOMER
MARTINSBURG POST OFFICE
MARTINSBURG, NY 13404

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 Martinsburg Post Office was promoted on 03/04/2006. The Office is being studied for possible closing or consolidation for the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

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 Lowville 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 Lowville Post Office, located 3.0 miles away. Hours of service at this office are 08:15 to 16:30, Monday through Friday, and 09:30 to 12:30 on Saturday. Post Office box service is available at this location at increased fees.

SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS: * Mailing Packages, * Purchasing Stamps by Mail, * Purchasing Postal Money Orders, * Special Services, * Holding Mail. Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/12/2011 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 Martinsburg Post Office lobby (Open House style format) arrive anytime on Thursday, May 12, 2011 from 11:00 am to 1:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

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

Thank you for your assistance.

Sincerely,

Brian Shepardson

BRIAN SHEPARDSON
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

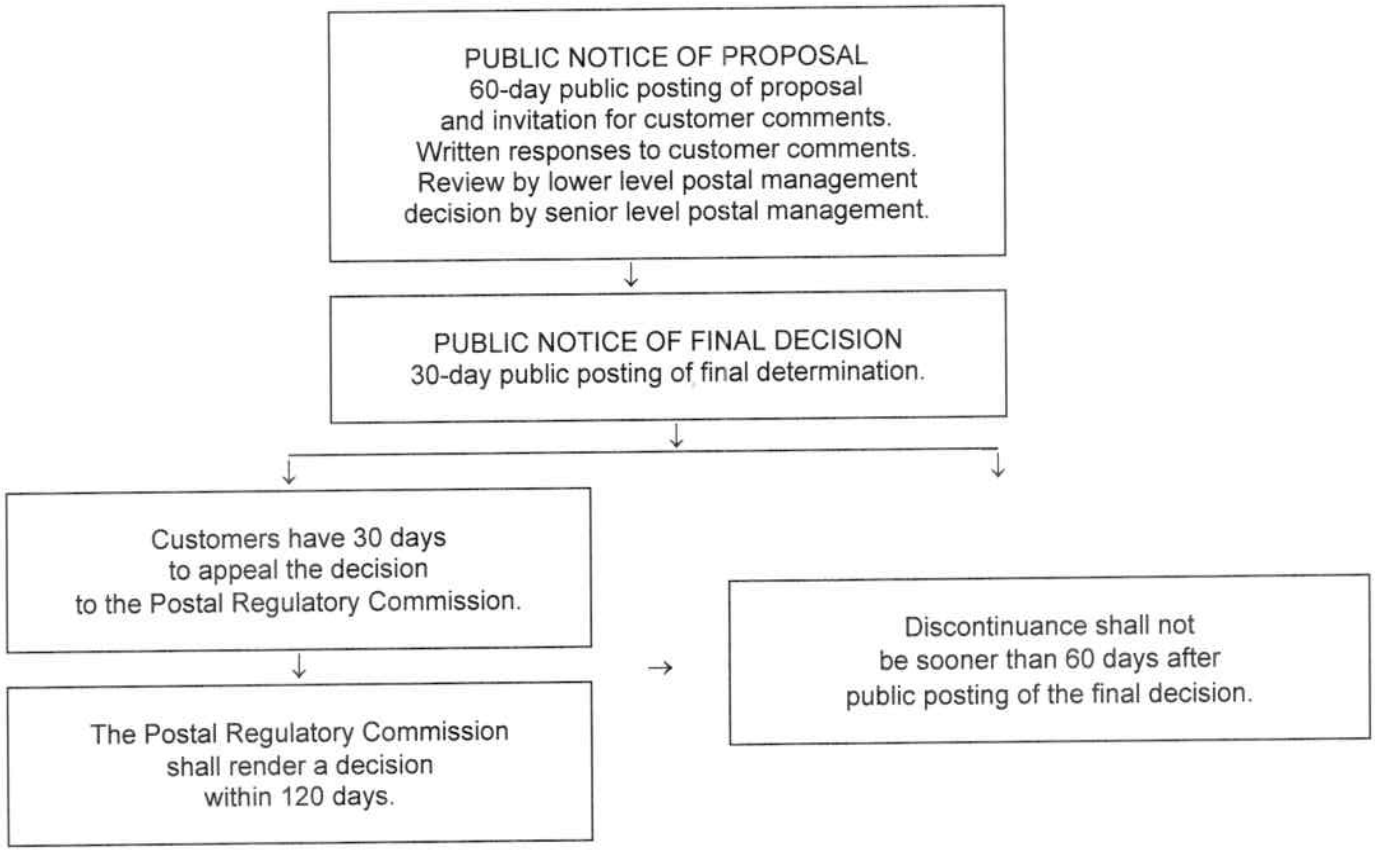
UNITED STATES POSTAL SERVICE

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 provisions 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.

According to implementing regulations, 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.



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Notice

Services at the
Martinsburg Post Office
are being studied for possible
discontinuance.
Postal Representatives will be at
the Martinsburg Post Office Lobby,
5604 Whitaker Rd., Martinsburg,
NY 13404 on 05/12/2011 from
11:00 AM to 1:00 PM to discuss
alternative services available to
the community, the service you
now receive, and what effect
officially discontinuing the
Martinsburg Post Office will have
on customers and the community.

We look forward to meeting with
you to discuss this important
matter.

Poster 2

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: on my way to work, but parking at Louville post office is terrible.

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: the rural delivery on my road comes after 12:00pm on saturday, my husband paycheck comes on saturday and the banks are all closed after noon to cash it

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

☒ Shopping Watertown

☒ Personal needs Lowville

☒ Banking Lowville

☒ Employment Lowville

☐ 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: Brad and Joanna Allen

Address: PO Box 47, Martinsburg NY 13404

Telephone: 315 376 6041

Date: May 5, 2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☑ YES ☐ NO

If yes, please explain: handicap Ramp, easily accessible.

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:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: late delivery, questionable delivery time confidentiality - privacy - Do not want my mail in the mailbox all day or all night.

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

☑ Shopping groceries locally and farther away clothing
☑ Personal needs locally and farther away (doctors)
☑ Banking locally
☑ Employment locally
☑ Social needs family get togethers, library, fire department town business

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: Nafziger

Address: PO Box 132

Telephone: 376-2409

Date: 5/5/2011

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

As a library board member, post offices are a definite plus. We have our own box and nothing needs to go anywhere else. I also do a mass genealogy mailing at least twice a year and want to do it locally - not Kowville. Like the convenience of a rural area post office, especially when there is construction on street.

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities, etc.	☒ YES	☐ NO
If yes, please explain:	NB Post office Has a Ramp	
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:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☒ Personal needs Vacations

☐ 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: Michael Plaskach

Address: 5614 Whittaker RD Martinsburg NY 13404

Telephone: (315)-376-2752

Date: 5-6-11

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

Please Dont take out Post office away!!!

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☒ Employment _____

☐ Social needs _____

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

☐ Yes ☒ No — NO LOCAL BUSINESS IN MARTINSBURG

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

☐ Yes ☐ No

Name: JAMES & BEVERLY CATALDO

Address: PO BOX 144 MARTINSBURG NY 13404

Telephone: 315-335-6307 315-368-7543

Date: 5-4-11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☒ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employment _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Sophia a Morab

Address: PO Box 66 Martinsburg N.Y. 13404

Telephone: 315-376-8015

Date: 5/5/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities, etc.	☐ YES	☐ NO
If yes, please explain: accessibility		
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:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: no privacy

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

☐ Shopping Walmart + Kinney's

☐ Personal needs "

☐ Banking NAYR

☐ Employment

☐ Social needs library - fire dept.

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 probably not

Name: Wesseman Saige

Address: PO Box 115

Telephone:

Date: 5/5/2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain: myself - NO vehicle

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 HAVE NO VEHICLE - NO TRANSPORTATION, SO NOT GOING TO LOWUILLE FOR MY MAIL! If you want to close Some thing close the increase in the workers pay raises, like all the ones that stand around outside goverment offices sipping coffee or leaning on shovels! →

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: wet mail, not on time everyday, damaged lost or stolen, smashed mailboxes by state plows

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

☒ Shopping Rome NY

☒ Personal needs Syracuse, NY

☐ 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: Rt 26 State

Address: Martinsburg, NY 13404

Telephone:

Date: 5-4-2011

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Watertown
☒ Personal needs Lowville Watertown
☒ Banking Lowville
☒ Employment Turin
☒ Social needs Watertown Lowville

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: Deborah Seymour

Address: PO Box 154 5525 Cemetery St
Martinsburg NY 13404

Telephone: 315 376 7792

Date: 5/4/11

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

DOCKET NO. 1433801-13404

Service ITEM NO. poor - Often 22

on phone and ~~has non~~ - 17

PAGE

postal employee's behind counter - Get other people's mail - which mean possibility that other people get our mail. Post master needs to have a reminder to pay better attention to rules, customers, sorting mail - Pay cash for stamps now because 2 X She didnot use debit machine correctly - charged me too much - one decimal over - noticed mistake or would have had $4.00 instead of 8.40 - She needs to take her responsibilities more seriously - Very pleasent, friendly lady but needs to be professional

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain: the post office is very handy for our seniors - the ramp - no steps and close to home

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:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I would have to go out of my way to another post office - or put up a mailbox - and get my mail late, I love it now getting my mail first thing in the am

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

☒ Shopping - Tops, walmart, Watertown maybe once a month

☐ Personal needs local stores

☐ Banking local bank

☐ 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: Karen + Wayne Overton

Address: PO BOX 73 Martinsburg, NY 13404

Telephone: 315-376-0368

Date: 5/5/11

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

Please DO NOT CLOSE our Post Office!!

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employment Retired

☑ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Shirley J. Grandjean

Address: P.O. Box 133, Martinsburg, N.Y. 13404-0133

Telephone: 376-2908

Date: 5/4/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Lowville

☑ Personal needs Watertown, NY. for Doctors

☑ Banking Lowville

☑ Employment Lowville

☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Ronald Ingersoll

Address: 6768 NYS RT 26 PO Box 57 Martinsburg, NY 13404

Telephone: 315-376-3647

Date: May 4, 2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☒ Social needs

In answer to no 4 There is No Business In Martinsburg to buy Gas or Groceries one Must Go to Lowville 3 Miles

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: Edward Ingersoll

Address: PO Box 138 Martinsburg NY 13404

Telephone: (315) 376-3483

Date: 5-4-11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
b. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizens, persons with disabilities, etc.	☑ YES	☐ NO
If yes, please explain: Sometimes pick up disabled neighbors mail		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: If we had a box at next closest PO it would be 8 miles round trip. If we had general delivery mail would be sitting in box when we're away. (all that isn't 1st class)

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 — Lowville, NY
☐ Employment
☑ Social needs — location varies

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Richard + Sandra Arthur

Address: PO Box 53, 5530 Cemetery Rd, Martinsburg, NY 13404

Telephone: (315) 376-3100

Date: 5-4-11

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

DOCKET NO. 143380 - 13404
ITEM NO. 22
PAGE 28

I know of several elderly people who live in and around Lowville, NY who drive to Martinsburg to mail packages (b-days and Christmas) and purchase stamps. The reason for this is that it's much easier for them to park and walk the short distance to get into this post office. It's often difficult to find parking near the Lowville PO and then it's much farther to walk to enter the building, especially with packages to mail.

My next door neighbor who is handicapped would find it much harder if the Martinsburg PO closed. She can pick + choose when she is able to pick up her

mail, Knowing it's safe and dry in her PO box.

DOCKET NO. 143801-13404
ITEM NO. 22
PAGE 29

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☒ NO
b. Resetting/using postage meter	☐ YES	☒ NO

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

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

☐ YES ☒ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Lowville, Watertown Utica.
☒ Personal needs
☒ Banking Lowville
☐ 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: Paula Hoch

Address: P.O. Box 26 Martinsburg NY 13404

Telephone: 315-376-7955

Date: 5/4/11

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

Would like post office to stay In Martinsburg. As of now no mail carrier goes by my house. Don't want to have to Drive to get mail. Would perfer Something within walking distance for mail.

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: Fine if we get mail boxes worse if we have to travel to Lawville cit $5 a gallon of gas.

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

☒	Shopping	Lawville
☒	Personal needs	Lawville
☒	Banking	Lawville
☒	Employment	Lawville - midnight shift
☒	Social needs	

all on oppisite side of town from post office

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

☐ Yes ☐ No there is nothing else

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

☐ Yes ☐ No

Name: Rachael Peters

Address: 5359 cemetery Road Martinsburg 13404

Telephone: (315) 286-5629

Da July

Ple only Bussiness in this town close. Can't belive you will save money at $5 a gallon of gas if you have to deliver to each house. Otherwise we have to spend our money to travel to the Lawville post office. I work 11pm to 7am so when could I pick up my mail without making a special trip?

pa ne to
cor

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Parking is too far away to walk in + get it myself. Would have to have someone else get it for me.

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

☒ Shopping Lowville

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community? No businesses in Martinsburg

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Robert J. Bush

Address: PO Box 122, Martinsburg, NY 13404

Telephone: 315-376-6175

Date: 5/5/11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping
☐ Personal needs
☑ Banking
☑ Employment
☑ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: Sharon Monroe

Address: PO Box 44 - Martinsburg NY 13404

Telephone: 376-2735

Date: 5-4-11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Lowville
☑ Personal needs Lowville
☑ Banking Lowville
☑ Employment Boonville, Lowville
☑ Social needs Lowville, Boonville

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: Carlton J + Deborah L. Widrick

Address: PO Box 51, Martinsburg NY 13404

Telephone: 376-8210

Date: May 7, 2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☒ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employment _____

☒ Social needs _____

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Amanda Delles

Address: PO Box 54 Martinsburg NY 13404

Telephone: 377-3093

Date: 5/6/11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:
walk Grandmon to post office

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:

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employment _____

☒ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: BOBBIE JO MARRA

Address: PO BOX 114 MARTINSBURG NY 13404

Telephone: 315 376-8223

Date: 5-9-11

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

No one can afford to run any further to get mail.
We love the convienience of our Post office.

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: have post office box

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

☒ Shopping — Lowville or Watertown
☒ Personal needs — or Utica for all
☒ Banking
☐ Employment — Retired
☒ Social needs

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

☐ Yes ☐ No — no businesses like clothing, etc, pharmacy

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

☐ Yes ☐ No

I am responding as Justice of the T/Martinsburg Court. All Court mail comes through the Martinsburg Post Office.

Name: Rose M. Spann, Justice, T/Martinsburg

Address: 6105 Glendale Road, Glenfield, NY 13343

Telephone: 315/376/2458

Date: May 7th, 11

Ct address: 6282 St Rt 26, Martinsburg, NY 13404

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employment _____

☒ Social needs _____

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: ~~Lewis~~ Lowville Post office

UNITED STATES POSTAL SERVICE

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

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

downtown Lowville + Watertown

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Sandra Platt

Address: P.O. Box 43 Martinsburg, N.Y. 13404

Telephone: 315-376-5553

Date: 5-10-2011

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: No delivery service exists for us. The next Post OFFice is 10 miles away. To receive mail daily.

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

☐ Shopping Lowville

☐ Personal needs Lowville

☐ Banking Lowville

☐ Employment retired

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Frank & Debra Kogut

Address: PO Box-184 Martinsburg, NY 13404

Telephone: 315-405-2622

Date: 5/6/11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☐ Shopping order by mail, phone or online

☐ Personal needs

☐ Banking some is done online

☐ Employment

☐ Social needs Library + Post Office

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: William H. Bush Memorial Library

Address: PO Box 69 or 1411

Telephone: 315-376-7490

Date: 09MAY2011

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

DOCKET NO. 1433801-1404
ITEM NO. 22
PAGE 54

We at the Wm. H. Bush Memorial Library would like to see the Post Office in Martinsburg kept open for the following reasons:

Many of our patrons plan their library visits to coincide with their trip to the post office, especially senior citizens.

The Martinsburg staff is friendlier. You are treated like an individual and not rushed.

We would need to travel to Lowville to mail packages for interlibrary loans, which would take longer to reach the patron. As of now we cross the road to the post office to mail the item the day the request is received. Our library system encourages us to fill requests as soon as possible.

We would need some one to pick up the mail every day the library is not open.

We receive book and supply shipments through the mail. It is easy to just cross the street to pick up packages.

With cuts in library funding, it would be difficult to find the funds to pay for gas and library staff time to pick up the mail.

If we had a mailbox, it would be hard to keep it open in the winter. Plow crews have a difficult enough time keeping the roads open without watching for mailboxes. I have picked my mail out of the snow bank many times.

Without our post office, we would miss the small town atmosphere.

Can the public rely on the mail being delivered at the same time each day?

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Lowville

☐ Personal needs "

☐ Banking "

☐ Employment Retired

☐ Social needs Church, P.O.

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: Evelyn Overton

Address: 7684 Railroad St. Lowville

Telephone: 315-376-3178

Date: May 9, 2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:
I am a senior citizen and Martinsburg is why I use it. ~~for~~

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

If yes, please explain:
I like the location and easy access!

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 find Martinsburg P.O. super convenient for all my postal business both with postmaster and time consuming and location!

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
b. Resetting/using postage meter	☐ YES	☑ NO

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

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

☑ YES ☐ NO

If yes, please explain: Lovettle, Port Royden

UNITED STATES POSTAL SERVICE

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

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: I don't need to go to PO everyday

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

☑ Shopping Lowville

☑ Personal needs Lowville

☐ Banking Lowville

☐ Employment Boonville

☐ 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: Melissa Nick Hirsch

Address: POB 33 Martinsburg

Telephone: 315 405 2360

Date: 5/11/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employment _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Larry R Widrick

Address: PO Box 164 - 5558 Alger Rd

Telephone: 315-376-7703

Date: 05/05/2011

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Utica Rome Watertown W. Carthage

☐ Personal needs

☐ Banking Lowville

☐ Employment Rt -

☐ 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: Sue A

Address: Po Box 22 Martinsburg NY -

Telephone: 315 376 0156

Date: 5/11/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☒ NO
b. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities, etc.	☒ YES	☐ NO
If yes, please explain: I am disabiled.		
d. Using public bulletin board	☒ YES	☐ NO
e. Other	☐ YES	☒ NO
If yes, please explain: look to see whats going on in our town.		

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: Lowville Post Office

UNITED STATES POSTAL SERVICE®

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

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:
Sandy is a great person and always there to help when I need it. I would be upset if it closed in Martinsburg

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

☒ Shopping Watertown
☒ Personal needs Lowville
☒ Banking Lowville
☐ Employment N/A
☒ Social needs Jefferson County

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: Lori Gladle

Address: PO Box 75 Martinsburg, NY 13404

Telephone: 405-5279

Date: May 13, 2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: To find out when meetings and other things are going on.

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:

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☒ Social needs

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: George Ingersoll

Address: Box 147 Martinsburg, N.Y 13404

Telephone: 315 - 376 - 2651

Date: 5-4-11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

I live less than 1/4 of a mile from the Martinsburg P.O.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	(2x ☒)	☒	☐
e. Pick up general delivery mail	☐	(2x ☒)	☐	☐
f. Buying money orders	☐	☐	☐	☐ seldom
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

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

Nonpostal Services

a. Picking up government forms (such as tax forms) — [I would if they carried them.]	☐ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizens, persons with disabilities, etc.	☐ YES	☒ NO

If yes, please explain:

d. Using public bulletin board	☒ YES	☐ NO
e. Other ?	☐ YES	☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO

If yes, please explain: Lowville P.O. is on North State St. most ALL the business I do in Lowville is on South State St. about 3 miles from Lowville P.O. [It would be a special trip to use the Lowville P.O.]

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Rita May Burrows

Address: P.O. Box 126, (911 Address): 6739 Main Street Martinsburg, N.Y. ~~Rom~~ New York Route 26

Telephone: 315 376 6067

Date: 5-7-2011

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☒	☐	☐
b. Mailing Letters	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☒	☐	☐	☐
f. Buying money orders occasionally 4-5 times year	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☒	☐

Other Postal Services

a. Entering permit mailings ☒ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Like local service - too long a wait in Lowville Post Office. Hard winters here make hazardous driving to town. Not computer literate to do transactions. Do not go uptown in Lowville bus ie ser snow - road main will be done up for 2 years!

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: Cindi Golar

Address: Box 173, Martinsburg, NY 13404

Telephone: 315-376-7695

Date: 5/12/2011

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

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Martinsburg Post Office has been an integral part of this little community forever!!
It is also a social gathering place & place where we can find out about community events.
Do not frequent/use Howville Post Office - always too busy & no parking. Updown will be tore up for 2 years.

With the local library, town hall & fire hall in close proximity - I know for a fact ~~they~~ it will be a hardship for them also. We have many seniors & working people in our little village also. Working people like the convenience of dropping in for quick service.

Locked mail boxes also protect people's Social security checks & other valuable mail they receive. Don't have to worry about mail theft. Most seniors in our town are not computer owners & don't know how to use one. Also hazardous driving to Howville in wintertime.

Why can't the Post Office eliminate Saturday services to local communities instead of closing permanently?

Thank you
Cindy Dolan
315-376-7695

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☐ YES ☑ NO

If yes, please explain:

I need to have envelopes weighed on an almost daily basis. Working in a Municipal office, I would greatly miss the postal service. Winters are bad here on the "hill" and going to Lowville would be next to impossible on some days.

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: not as convenient for mailing + buying supplies

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: Mary Kelley Town Clerk

Address: Town of Martinsburg PO Box 8 Martinsburg 13404

Telephone: (315) 376-2299

Date: 5/12/11

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain:

when I'm outside the Martinsburg area doing errands and sometimes when I'm driving to work. I use the Lyons Falls P.O. for personal use, but I also use the Martinsburg P.O. for some personal use. My main use of the Post Office in Martinsburg is for professional use for my job at the library.

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I work at the library (across the street from the P.O.). We have a large box (#69) where we receive important daily mail - magazines we subscribe to, business mail, etc. We also receive large cartons of books and library supplies, and we mail out books to patrons at other libraries in our loan system. Not having a nearby Post Office would be a huge problem, especially in the winter.

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

☒ Shopping Lowville, Lyons Falls

☒ Personal needs " "

☒ Banking Lyons Falls, but mostly online

☐ Employment

☒ Social needs Lyons Falls, southern Lewis Co., Boston, Ithaca, Little Falls, etc.

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

☐ Yes ☒ No none available for my needs

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

☐ Yes ☐ No

Name: Conny Chow

Address: 6787 McAlpine St., Lyons Falls, NY 13368

Employment Address: Wm. H. Bosh Memorial Library, 5605 Whitaker Road, P.O. Box 141 Martinsburg, NY 13404

Telephone: 315-348-8872

Date: 5/12/11

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

I have a concern about the practicality of Rural Route service for the library because we often receive large deliveries and we are not open every day or for full business hours. Delivering material to the library and having it in a secure and weather-protected location might be difficult.

09/21/2011

BRAD & JOANNA ALLEN

PO BOX 47
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE®

09/21/2011

NATZIGER

PO BOX 132
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

- Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

MICHAEL PLESBACH

5614 WHITAKER RD.
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

JAMES & BEVERLY CATALDO

PO BOX 144
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

SOPHIA A. MORALS

PO BOX 66
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

WARREN NAFAIGE

PO BOX 115
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

ANONYMOUS

NO ADDRESS
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

DEBORAH SEYMOUR

PO BOX 154
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

In response to your letter:

- The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

KREN & WAYNE OVERTON

PO BOX 73
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

UNITED STATES POSTAL SERVICE

09/21/2011

SHIRLEY J. GEANJEAN

PO BOX 133
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

RONALD INGERSOLL

PO BOX 57
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

09/21/2011

EDWARD INGERSOLL

PO BOX 138
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

RICHARD & SANDRA ARTHUR

PO BOX 53
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- 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.

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

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

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

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

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

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

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

PAULA HOCH

PO BOX 26
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

RACHAEL PETERS

5359 CEMETERY RD.
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- 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.

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

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

UNITED STATES POSTAL SERVICE

09/21/2011

ROBERT J. BUSH

PO BOX 122
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

SHARON MONROE

PO BOX 44
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

AMANDA DELLES

PO BOX 34
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

CARLTON J. & DEBORAH L. WIDRICK

PO BOX 51
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

ROBBIE MARRA

PO BOX 114
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

ANONYMOUS I

NO ADDRESS
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

ROSE M. SPANN, JUSTICE, T/MARTINSBURG

616282 STATE ROUTE 26
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

SANDRA PLATT

PO BOX 43
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

FRANK & DEBRA KOGUT

PO BOX 184
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

UNITED STATES POSTAL SERVICE

09/21/2011

WILLIAM H. BUSH MEMORIAL LIBRARY

PO BOX 69
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lowville postmaster for more information.
- Courteous and helpful service will be provided by personnel at the Lowville Post Office and from the carrier. Special assistance will be provided as needed
- Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
- Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Lowville post office located 3.0 miles away.
- Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

EVELYN OVERTON

7684 RAILROAD ST.
LOWVILLE, NY 13367

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

ANONYMOUS I

NO ADDRESS
, 1304

Dear Postal Service Customer:

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

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

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

MELISSA & NICK HIRSCH

PO BOX 33
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

LARRY R. WIDRICK

PO BOX 164
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

S. A.

PO BOX 22
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

LORI GLADLE

PO BOX 75
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

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

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

CONNY CHOW

PO BOX 141
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

GEORGE INGERSOLL

PO BOX 147
MARTINSBURG, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Martinsburg 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

RITA MAY BURROWS

PO BOX 126
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

UNITED STATES POSTAL SERVICE

09/21/2011

CINDY GOLAS

PO BOX 173
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lowville postmaster for more information.
- 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.
- The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

09/21/2011

MARY KELLEY, TOWN CLERK

PO BOX 8
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

- The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the MARTINSBURG Post Office on 05/03/2011. Additionally, during the survey period, questionnaires were available at the MARTINSBURG Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	89
Favorable to proposal	4
Unfavorable to proposal	22
Expressing no opinion	10
Total questionnaires received	36

Postal Concerns

The following postal concerns were expressed

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

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

2. Concern (No Opinion):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:
You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

3. Concern (No Opinion):
Customer suggested closing the post office on Saturdays.

Response:
You suggested closing the post office on Saturdays. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

4. Concern (No Opinion):
Customers expressed a concern about irregular hours that the rural route serves the community

Response:
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Lowville post office located 3.0 miles away.

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

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

6. Concern (No Opinion):
Customers expressed concern for those customers with disabilities who are not able to go to Lowville 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 Lowville postmaster.

7. Concern (No Opinion):
Customers expressed concern over a postal representative not being customer oriented

Response:
You expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

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

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

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

Response:
You stated that you would miss the special attention and assistance provided by the personnel at the Martinsburg Post Office. Courteous and helpful service will be provided by personnel at the Lowville Post Office and from the carrier. Special assistance will be provided as needed

10. Concern (No Opinion):
Customers wanted to know why the customer lines were so long at the Lowville Post Office

Response:
You expressed a concern about the waiting time at the administrative Post Office. The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster scan monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

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

Response:
You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

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

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

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

Response:
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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

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

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

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

14. Concern (No Opinion):
Customers were concerned about senior citizens

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

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

Response:
You expressed a concern about the mailboxes being damaged by snowplows. Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

16. Concern (No Opinion):
No Concern

Response:

17. Concern (No Opinion):
You expressed a concern that they requested and were denied rural delivery service

Response:
You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

18. 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.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):
Customers were concerned about the loss of a gathering place and an information center.

Response:
Customers were concerned about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Brian Shepardson
David Moore

DOCKET NO. 143380 + 13404 Date: 05/12/2011
ITEM NO. 24 Time 11:00 am
PAGE 1

Total Number of Customers Present: 20

Place: Martinsburg Post Office lobby (Open House style format) arrive anytime

Post

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
Christine Hlad	Box 127	13404	376 6205
Karen Dening	6747 State Rt 26	13367	376-3066
Brandie Rogers	4180 Flat Rock RD	13367	376-4612
Gary Tygwell	Martinsburg NY	13404	376-2651
Sophia Tuttle	211 Martinsburg NY	13404	376-8015
Ruta May Burrows	Martinsburg NY Box 126	13404	376-6067
Wm. H. Bush Memorial Library	PO 141 PO 69	13404	376-7490
Cindi Holas	Po Box 173	13404	376-7695
Shirley J. Grandjean	P.O. Box 133	13404	376-2908
Edward Chygwell	Po Box 138	13404	376 3483
Louis Gorczyca	5912 Glendale	13343	376-3688
Douglas Dutton	P.O. Box 136	13343	376-6689
Conny Chow	P.O. Box 345, Lyons Falls	13368	348-8872
Mary Kelley	PO Box 8 Martinsburg	13404	376-2299
Susan Adsit	PO Box 22 Martinsburg	13404	376 0156

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Brian Sheppardson
David Moore

DOCKET NO. 1433861-13404
ITEM NO. 24
PAGE 2

Date: 05/12/2011
Time 11:00 am

Total Number of Customers Present:

Place: Martinsburg Post Office lobby (Open House style format) arrive anytime

Post

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
Frank Kogut	P.O. Box 184 4101 Maplerid[illegible]	13404	315-405-2622
Debra R. Kogut	PO Box-184 4101 Maple Ridge Rd	13404	315-771-0689
Jane M Pusic	PO Box 53 Magdalene St	13404	315 376 6359
Milton J. Johns	PO Box 99 5549 Alg[illegible] Rd	13404	315 376-3734
Maritza Rodriguez	P.O. Box 96 3349 Cemetery Rd	13404	315-874-4357

Postal Service Customer Community Meeting Analysis

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

Postal Concerns

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

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

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

Response:
Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

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

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

4. Concern (No Opinion):
Customer expressed a concern about their 911 address

Response:
911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

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

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

6. Concern (No Opinion):
Customers felt inclement weather and poor road conditions might impede delivery

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

7. Concern (No Opinion):
Customers were concerned about senior citizens

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

8. Concern (No Opinion):
Customers were concerned about having to travel to another post office for service

Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

9. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:
Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this

case, is more cost effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

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

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

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

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

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

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

Nonpostal Concerns

UNITED STATES
POSTAL SERVICE

May 19, 2011

RE: Martinsburg NY

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

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

DOCKET NO. 1433801-13404
ITEM NO. 27
PAGE 1

(103)

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

WE THE FOLLOWING SIGNED RESIDENTS OF MARTINSBURG/LEWIS COUNTY WANT OUR LOCAL POST OFFICE OPEN FOR THE FOLLOWING REASONS:

A.) Many residents do not want to travel the 3 miles to Lowville during our harsh winters to pick up our mail, purchase stamps, mail packages etc.
Also w/ gas at over $4.00 a gallon it's an additional expense every day.

B.) Local outside PO box residents also use our local post office for their services so as to not have to wait in line at the busier Lowville post office.

C.) Some village residents do not have vehicles and walk to Post Office daily.

D.) Additional expense of traveling to Lowville/Post Office service.

E.) Some residents/customers in our village do not have computer access for online service.

F.) General inconvenience, and putting our local post mistress out of job and also shorten hours for mail truck drivers to our area.

1.) Brandie Rogers - Martinsburg
2.) Conny Chow
3.) Bette Lathan - Martinsburg
4.) Wayne Heallal - Martinsburg
5.) Tammy Daymont
6.) Loretta Alexander
7.) [illegible]
8.) Clancy Cook
9.) Kathy Jantzi
10.) Darren Jantzi
11.) Don Chambers
12.) Shirley Chambers
13.)
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20.)

DOCKET NO. 1433801-/3404
ITEM NO. 27
PAGE 2

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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1.) Thomas E Shultz
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DOCKET NO. 1433801-13404
ITEM NO. 27
PAGE 3

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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F.) General inconvenience, and putting our local post mistress out of job and also shorten hours for mail truck drivers to our area.

1.) Wendy Hosler Martinsburg
2.) Michael Plumb "
3.) Valerie L. Overton "
4.) Kathy [illegible] Lowville
5.) Chris Seymour Martinsburg
6.) Timothy Starin Lowville
7.) [illegible] Martinsburg
8.) Patricia Yearin Lowville
9.) Brenda L. Marro Turin
10.) Brian D. Keiper Lowville
11.) Susan Adsit Martinsburg
12.) Sandra Arthur "
13.) Sandy Plant "
14.) Barbara Tyrrell "
15.) Maritza Rodriguez "
16.) Mary Kelley "
17.) Donna [illegible] "
18.) Kylie Cobb "
19.) Jennifer Moore "
20.) Christa [illegible] "

DOCKET NO. 1433801-13404
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PAGE 4

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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1.) Jean Demko Martinsburg
2.) John Demko Martinsburg
3.) Mary Stoller Turin, NY
4.) Paul Stoller Turin, NY
5.) Karen Overton Martinsburg NY
6.) Wayne Carter Martinsburg NY
7.) Shirley J. Grandjean, Martinsburg N.Y.
8.) Robin Ingersoll martinsburg ny.
9.) Karen M. Natzinger "
10.) Paula Hoch Martinsburg ny.
11.) Jeffrey C. Oertel Martinsburg
12.) Gary Rogers "
13.) Robert Moore "
14.) [illegible] "
15.) Edwin Natzinger "
16.) Sophia A Mirach "
17.) Randy Mirach "
18.) John Peters Martinsburg "
19.) Caroline Oertlieb "
20.) Leona Oertlieb "

DOCKET NO. 1433801-13404
ITEM NO. 27
PAGE 5

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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1.) Joan Bushey Martinsburg
2.) Carlton J. Widrick "
3.) Sylvia R. Kogut "
4.) Sharon Monroe "
5.) David Ostlick (Martinsburg) "
6.) Terry McGillen Lowville
7.) Helen K Schwartzenkopf Lowville
8.) Erin Bain Martinsburg
9.) Larry R Widrick "
10.) Gary F Ostlick "
11.) [illegible] Martinsburg
12.) Michelle Fifield "
13.) Steve Seyman "
14.) Jane M Bush Martinsburg
15.) Amanda M. Dellles "
16.) Janice Ingersoll "
17.) George Ingersoll "
18.) Sherl Lamb "
19.) Deborah R. Widrick "
20.) Robin Der "

DOCKET NO. 1433801-1340Y
ITEM NO. 27
PAGE 6

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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1.) Duane Der Martinsburg
2.) Jamie Steria "
3.) Marybeth Hosler "
4.) [illegible] Martinsburg
5.) Chris [illegible]
6.) Karen Deming Lowville
7.) Jim [illegible] MARTINSBURG
8.) Heather Ingersoll Martinsburg
9.) Frank E [illegible] " "
10.) Geo. Ingersoll
11.) Christina Malechuk Martinsburg
12.) Kristine Eckerson Martinsburg
13.) Rachael Peters Martinsburg
14.) Luke Norton Martinsburg
15.) [illegible] Martinsburg
16.) David Hosler "
17.) Bill Steria "
18.) Amber Hoch
19.) Dawn Fragale
20.) Alma Hoch Martinsburg

DOCKET NO. 1433801-13404
ITEM NO. 27
PAGE 7

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

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1.) Rita May Burrows Martinsburg, N.Y
2.) James DeGuardia Lerin NY
3.) John DeGuardia Lerin NY
4.) Cheri McGrath
5.) Steve Baland Martinsburg NY
6.) Suzanne Widrick
7.) Dorothy L Zehr
8.) Cindy Glass
9.) Edward Cryell
10.) Milton J. Zehr
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UNITED STATES
POSTAL SERVICE

August 8, 2011

RE: Martinsburg NY
Docket# 11433801-13404
Item 27
Page 8

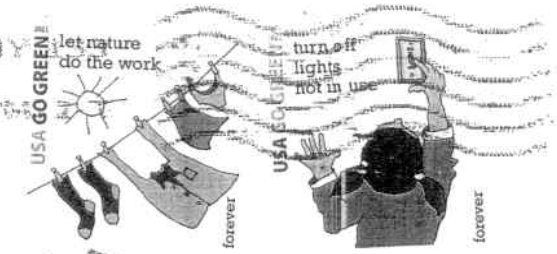
Memo to the record. Petition and Postal Service response letter (if appropriate). Petition received with 60 signatures on 8/8/2011. This petition was received after the official record was reviewed and forwarded to headquarters for final determination.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

Box 173
Middleburg, NY 12404

UTICA NY
26 JUL 2011 PM



US Postal Service
Manager Post Office Operations
30 Karner Road
Albany, NY 12288-9992

RECEIVED
AUG 08 2011
DISTRICT PO REVIEW COORDINATOR
ALBANY 12288-9311

att: Mr. Brian Shepardson

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DOCKET NO. 11433801-13404
ITEM NO. 27
PAGE 10

July 28, 2011

PO Box 173
Martinsburg, NY 13404

US Postal Service
Manager Post Office Operations
30 Karner Road
Albany, NY 12288-9992

Dear Mr. Shepardson:

I am again enclosing another short petition to keep the Martinsburg, NY 13404 Post Office upon on behalf of the citizens of rural Lewis County. If nothing else, please consider taking out Saturday delivery and even another day if necessary to cut expenses to at least break even. The small loss that the Martinsburg Post Office has cannot save the US Post Office system , even over the next 20 years!!

Surely the US Post Office can find other ways to cut costs, if anything the closure of this Post Office would really cost more, new rural drivers, all new routes to be mapped out, current PO employees being transferred elsewhere, if layoffs occur and they collect unemployment that would just had to the debt of the US not help it.

Even if we could keep the building and the lockboxes and pay someone a small stipend to deliver the mail to the boxes w/ no Post Office services would be a great help. Have the Postmistress work 4 hours per day or some other part time schedule, 3 days per week , there has to be something that can be done in order to save our little Post Office service for all of our Martinsburg residents ..... Please reconsider and keep our Post Office open, the "little people" need this. There has to be another way !! Please have the US Postal Service re-think their decision.

Sincerely,
Cynthia J. Golas
Proud Martinsburg, NY resident since 1975 (my home has been in our family since 1923 !! With a PO)

P.S. These signatures were collected in one day.....

Cynthia J Golas

DOCKET NO. 11433801-13404
ITEM NO. 27
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PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

Second Petition
Dated 7/14/2011

WE THE FOLLOWING SIGNED RESIDENTS OF MARTINSBURG/LEWIS COUNTY WANT OUR LOCAL POST OFFICE OPEN FOR THE FOLLOWING REASONS:

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D.) Additional expense of traveling to Lowville/Post Office service.

**** ***E.) Only 40% of Americans aged 65 to 73 have computers at home/ older than 74 is only 20%.***

**** ***F.) General inconvenience, to us the taxpayers that pay the US Government PO employees !!!***

**** ***G.) Rural delivery - expense of putting up mailboxes/ at least $100 / then maintain so they don't get slaughtered by snowplows/ kids/ATVs/Snomobiles etc. Theft of checks/ medicines etc.***

**** ***H.) Inconvenience of having to change all of our addresses by millions of people !!***

**** ***I.) Meeting by Post Office held during working hours of most residents !!!***

NAME	ADDRESS
1.) Krystyn Moshier	PO Box 28
2.) Wm. H. Bush Memorial Library	PO Boxes 69 + 141
3.) Craig Forney	P.O. Box 43
4.) Martinsburg Vol Fire Dept	P.O Box 143
5.) Evelyn Overton	Lowville, N.Y.
6.) [illegible]	PO Box 3
7.) [illegible]	PO Box 22
8.) James M Bush	PO Bx 55
9.) Nick Bush	PO Bx 55
10.) [illegible]	P.O. Box 12
11.) [illegible]	PO 23
12.) Wendy Bosler	PO Box 46

DOCKET NO. 11433801-13404
ITEM NO. 27
PAGE 12

PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

Second Petition
Dated 7/14/2011

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Theft of checks/ medicines etc.***

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**** ***I.) Meeting by Post Office held during working hours of most residents !!!***

NAME	ADDRESS
1.) [illegible]	PO Box 132
2.) Roxanne Moral	PO Box 66
3.) [illegible]	P.O. Box 55
4.) Bette Rathan	4685 Rt 26 Martinsburg
5.) Mary Kelley	PO Box 8
6.) Wayne Overton	P.O. Box 73
7.) Leona Ortlieb	PO Bx 32 Martinsburg, NY. 13404
8.) Peggi Jontzi	6451 St Rt 26 Martinsburg NY
9.) Dan Quinnan	5428 St Rt 26 Turin NY
10.) Doris Tietchell	5263 Jefferson St. Lowville, NY 13367
11.) Elyeah R. Cross	5627 Whittaker Rd. Lowville, NY
12.) Deborah Baldwin	7107 Beech Hill Road Lowville, NY.

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ITEM NO. 27
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PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

Second Petition
Dated 7/14/2011

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Theft of checks/ medicines etc.***

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NAME	ADDRESS
1.) Karen Averton	P.O. Box 73
2.) Stephen Seymour	P.O. Box 154
3.) Dwayne Hoch	P.O. Box 3
4.) Christine Hoch	PO. Box 127
5.) Caroline Ostlieb	PO Box 4
6.) Susan	Po Box 114
7.) Dan Haven	PO Box 27
8.) Randy Moak	Po Box 66
9.) Jo Sauve	P.O Box 25
10.) Gabrielle Ishatt	PO. Box 25
11.) Karen Deming	6747 State Rte 26 Lowville NY
12.) Aaron Monroe	PO Box 44

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PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

Second Petition
Dated 7/14/2011

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**** ***I.) Meeting by Post Office held during working hours of most residents !!!***

NAME	ADDRESS
1.) [illegible]	PO Box 76 Martinsborg
2.) Conny Chow (I work at the library in Martinsburg)	PO Box 345, Lyons Falls, NY 13368
3.) Mike Plaskach	156 Martinsburg NY 13404
4.) Dan't Arthur	6780 St. Rt. 26 Martinsburg
5.) Brandie Rogers	[redacted] Flat Rock RD Lowville
6.) Sonnie Steria	PO Box 46 Martinsburg
7.) Deborah Yancey	7137 State Rt #26 / Lowville
8.) Heather Ingersoll	PO Box 63 Martinsburg NY NY.
9.) Justine Edwards	PO Box 77 Martinsburg, NY 13404 13367
10.) Dinah G. Widrick	PO Box 51 Martinsburg, NY 13404
11.) Ed Ingersoll P.O. Box 136 Martinsburg, NY 13404	Theresa Ingersoll PO Box 138 Martinsburg, N.Y.
12.) Jim + Bev Cataldo	P.O. Box 144 Martinsburg 13404

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PETITION TO KEEP THE MARTINSBURG, NY 13404 US POST OFFICE OPEN !!

Second Petition
Dated 7/14/2011

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C.) Some village residents do not have vehicles and walk to Post Office daily.

D.) Additional expense of traveling to Lowville/Post Office service.

**** ***E.) Only 40% of Americans aged 65 to 73 have computers at home/ older than 74 is only 20%.***

**** ***F.) General inconvenience, to us the taxpayers that pay the US Government PO employees !!!***

**** ***G.) Rural delivery - expense of putting up mailboxes/ at least $100 / then maintain so they don't get slaughtered by snowplows/ kids/ATVs/Snomobiles etc.
Theft of checks/ medicines etc.***

**** ***H.) Inconvenience of having to change all of our addresses by millions of people !!***

**** ***I.) Meeting by Post Office held during working hours of most residents !!!***

NAME	ADDRESS
1.) Debra R. Kogut	POBox-184
2.) Paula Hoch	P.OBox 26
3.) Eric J. Nafziger	PO Box 132
4.) [illegible]	" " 153
5.) Nanette Thisse	P.O. Box 36
6.) Joanna Allen	PO Box 47
7.) Shirley J. Grandgeier	P.O. Box 133
8.) Robin Ingersoll	P.O Box 57
9.) Chris [illegible]	P.O. Box 154
10.) Eric B[illegible]	P.O. Box 56
11.) Rita May Burrano	P.O. Box 126
12.) Rachael L Peters	Po box 37

UNITED STATES POSTAL SERVICE

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

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

Prepared by:	Nadine Tremblay	Date:	05/19/2011
Title:	ALBANY PFC Post Office Review Coordinator		
Tele No:	(518) 452-4085	Fax No:	(518) 464-7429

Proposal Checklist

Section I — Responsiveness to Community Postal Needs

- ✓ Tell what we are doing and why.
- ✓ Is reason for discontinuance justified and documented in the record?
- ✓ If suspended, what type of alternate service customers are now receiving?
- ✓ Reason for vacancy and information on postmaster/OIC
- ✓ Number of customers and type of service they received and will receive.
- ✓ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ✓ Last three fiscal years of revenue and revenue units.
- ✓ Decline in service workload/reduction in EAS level, if appropriate.
- ✓ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ✓ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ✓ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ✓ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ✓ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ✓ Information on petitions and congressional inquiries included with Postal Service responses.
- ✓ Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ✓ Advantages and disadvantages of proposed alternate service.
- ✓ Any other pertinent information concerning Postal Service needs.

Section II — Effect on the Community

- ✓ Brief background of area, community government, population, etc.
- ✓ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- ✓ Was Post Office used as meeting place?
- ✓ Was Post Office a shelter for a bus stop?
- ✓ Did the Post Office have a public bulletin board?
- ✓ Were government forms available at the Post Office?
- ✓ Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ✓ What is the historical value of the office?
- ✓ Is an address change necessary?
- ✓ Will the community identity be preserved?
- ✓ What are the growth trends (flat, up, down)?
- ✓ Were any other nonpostal items identified?

Section III — Effect on Employees

- ✓ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV **Economic Savings**

✓ A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	$ 33168
Fringe benefits 33.5%	$ 11111
Rental costs, excluding utilities	$ 0
Total annual costs	$ 44279
Less estimated cost of replacement service	- 25117
Total annual savings	$ 19162

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: Nadine Gremly 5/19/2011
Investigative Coordinator Date

Reviewed and Certified By: Nadine Gremly 5/19/2011
District PO Review Coordinator Date

UNITED STATES POSTAL SERVICE®

05/19/2011

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

SUBJECT: Posting of the Proposal to Close
the MARTINSBURG Post Office
Docket No. 1433801

This is to advise you that on 05/28/2011, I will post for public comment a proposal to close the MARTINSBURG Post Office in Lewis, Congressional District No. 23.

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

EDWARD PHELAN
District Manager
ALBANY PFC District

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

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE

05/19/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
MARTINSBURG Proposal
Docket No. 1433801 - 13404

Please post the enclosed proposal to close the MARTINSBURG Post Office in the lobby. The proposal must be posted in a prominent place from 05/28/2011 through close of business on 07/29/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (518) 452-4085.

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC District

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

Date of Posting: 05/28/2011

Date of Removal: 07/29/2011

UNITED STATES POSTAL SERVICE

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

To the customers of the Martinsburg Post Office:

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

During the 60-day posting period from 05/28/2011 through 07/29/2011 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 Martinsburg Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

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

Thank you for your assistance.

Brian Shepardson

BRIAN SHEPARDSON
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1433801-13404
ITEM NO. 33
PAGE 1

Date of Posting: 05/28/2011

Posting Round Date:

Date of Removál: 07/29/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MARTINSBURG, NY POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster is reassigned on March 04, 2006. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

The Martinsburg Post Office, an EAS-11 level, provides service from 08:00 to 13:00 and 14:00 to 16:45 Monday - Friday , 08:30 to 11:15 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:30 to 11:30 on Saturday to 86 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 13 transaction(s) accounting for 10 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: $23,737 (62 revenue units) in FY 2008; $23,304 (61 revenue units) in FY 2009; and $21,611 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 12, 2011, representatives from the Postal Service were available at Martinsburg Post Office lobby (Open House style format) to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On May 03, 2011, 89 questionnaires were distributed to delivery customers of the Martinsburg Post Office. Questionnaires were also available over the counter for retail customers at the Martinsburg Post Office. 36 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 22 unfavorable, and 10 expressed no opinion.

A petition supporting the retention of the Martinsburg Post Office was received on May 12, 2011, with 103 signatures. If this proposal is implemented, delivery and retail services will be provided by the Lowville Post Office, an EAS-18 level office. Window service hours at the Lowville Post Office are from 08:15 to 16:30, Monday through Friday, and 09:30 to 12:30 on Saturday. There are 160 post office boxes available.

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

1. **Concern:** Customer expressed a concern about package delivery and pickup

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

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

   Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

3. **Concern:** Customer suggested closing the post office on Saturdays.

   Response: The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

4. **Concern:** Customers expressed a concern about irregular hours that the rural route serves the community

   Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Lowville post office located 3.0 miles away.

5. **Concern:** Customers expressed concern about collection of outgoing mail

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

6. **Concern:** Customers expressed concern about collection of outgoing mail

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

7. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Lowville Post Office to pick up their mail

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

8. **Concern:** Customers expressed concern over a postal representative not being customer oriented

Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

9. **Concern:** Customers questioned the economic savings of the proposed discontinuance

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

10. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Martinsburgh Post Office.

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

11. **Concern:** Customers wanted to know why the customer lines were so long at the Lowville Post Office

Response: The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

12. **Concern:** Customers were concerned about later delivery of mail

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

13. **Concern:** Customers were concerned about mail security

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

14. **Concern:** Customers were concerned about obtaining services from the carrier

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

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

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

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

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

15. **Concern:** Customers were concerned about senior citizens

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

16. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows

Response: Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

17. **Concern:** You expressed a concern that they requested and were denied rural delivery service

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

18. **Concern:** You were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

19. **Concern:** Customer expressed a concern about their 911 address

Response: 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

20. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

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

21. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response: Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

22. **Concern:** Customers were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

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.
4. A change in your PO Box Fees may be a result of this proposal.

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

II. EFFECT ON COMMUNITY

Martinsburg is an unincorporated community located in Lewis County. The community is administered politically by none known. Police protection is provided by the Lewis County Sheriff's Dept. Fire protection is provided by the Martinsburg Fire Department. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

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

Nonpostal services provided at the Martinsburg Post Office will be available at the Lowville Post Office. Government forms normally provided by the Post Office will also be available at the Lowville 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 were concerned about the loss of a gathering place and an information center.

   Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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 March 04, 2006. 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 $ 19,162 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 0
Total Annual Costs	$ 44,279
Less Annual Cost of Replacement Service	- $ 25,117
Total Annual Savings	$ 19,162

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

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

The postmaster was promoted on March 04, 2006. 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 Martinsburg Post Office provided delivery and retail service to 86 PO Box customers and no delivery route customers. The daily retail window transactions averaged 13. 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 $19,162 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 Martinsburg Post Office and Lowville 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.

Brian Shepardson

BRIAN SHEPARDSON
Manager, Post Office Operations

05/28/2011
Date

Optional Comment Form

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

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

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

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

Name of Postal Customer | Signature of Postal Customer

Mailing Address

City, State, and ZIP Code | Date

UNITED STATES POSTAL SERVICE

07/22/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 07/29/2011 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,

Nadine Tremblay

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

UNITED STATES POSTAL SERVICE

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by:	Nadine Tremblay	Date:	07/29/2011
Title:	ALBANY PFC Post Office Review Coordinator		
Tele No:	(518) 452-4085	Fax No:	(518) 464-7429

DOCKET NO. 1433801-13404
ITEM NO. 36
PAGE 2

Date of Posting: 05/28/2011

Posting Round Date: MAY 28 2011

Date of Removal: 07/29/2011

Removal Round Date: JUL 29 2011

PROPOSAL TO CLOSE
THE MARTINSBURG, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

DOCKET NO. 1433801-13404
ITEM NO. 36
PAGE 3

Date of Posting: 05/28/2011

Date of Removal: 07/29/2011

MARTINSBURG NY
MAY 28 2011
USPS 13404-9998

MARTINSBURG NY
JUL 29 2011
USPS 13404-9998

UNITED STATES POSTAL SERVICE

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

To the customers of the Martinsburg Post Office:

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

During the 60-day posting period from 05/28/2011 through 07/29/2011 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 Martinsburg Post Office and Lowville Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

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

Thank you for your assistance.

Michelle Krul

MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1433801-13404
ITEM NO. 36
PAGE 4

Date of Posting: 05/28/2011

LOWVILLE NY
MAY 28 2011
USPS 13367-9998

Posting Round Date:

Date of Removal: 07/29/2011

Removal Round Date:

LOWVILLE NY
JUL 29 2011
USPS 13367-9998

PROPOSAL TO CLOSE
THE MARTINSBURG, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

Docket: 1433801 - 13404
Item Nbr: 32
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Date of Posting: 05/28/2011

Date of Removal: 07/29/2011

LOWVILLE NY
MAY 28 2011
USPS 13367-9998

UNITED STATES POSTAL SERVICE

LOWVILLE NY
JUL 29 2011
USPS 13367-9998

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

To the customers of the Martinsburg Post Office:

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

During the 60-day posting period from 05/28/2011 through 07/29/2011 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 Martinsburg Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

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

Thank you for your assistance.

Brian Shepardson

BRIAN SHEPARDSON
30 KARNER RD
ALBANY, NY 12288-9992

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/22/2011

Postal Customers of the Martinsburg Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Martinsburg Post Office, which was posted 05/28/2011 through 07/29/2011. 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 Martinsburg Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

Michelle Krul

MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☒ YES ☐ NO

If yes, please explain: social connection

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

☐ YES ☒ NO

If yes, please explain:

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UNITED STATES POSTAL SERVICE

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

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: I could have pretty much the same service in Lowville NY 13367 as I go there for grocery etc.

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: Bruce A. Lee

Address: P.O. Box 117

Telephone: (315) 783 7388

Date: 5/21/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: will have to drive to Lowville for services we rely on

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

☒ Shopping rarely

☒ Personal needs rarely

☐ 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: Norman Mosher

Address: Magdalene St Martinsburg

Telephone: 486-9284

Date: 5/16/11

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

The Post office is an important asset to the community of Martinsburg. We rely on its services and have mailed hundreds of parcels there over the years. We sincerely hope it is not closed.

Norman Mosher

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) ☐ YES ☒ NO – They haven't been available.

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: In the winter, it will be impossible to keep a mailbox clear from the snowbank.

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

☒ Shopping Lowville

☒ 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: Ellen Baird

Address: P.O. Box 56, Martinsburg, NY 13404

Telephone: (315) 376-2182

Date: 5/15/11

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
b. Resetting/using postage meter	☐ YES	☑ NO

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

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

☑ YES ☐ NO

If yes, please explain:
If I go to Lowville I pass a post office, but not daily.

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping
☐ Personal needs
☑ Banking
☐ Employment
☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Christina Meleshchuk

Address: 6734 State Route 26 Martinsburg NY 13404

Telephone: (315) ~~36~~ 608-8968

Date: 5/31/2011

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

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June 3, 2011

PO Box 173
Martinsburg, NY 13404

US Postal Service
Manager Post Office Operations
30 Karner Road
Albany, NY 12288-9992

Dear Mr. Shepardson:

Thank you for answering my concerns over the potential closing of the Martinsburg, NY Post Office.

However, I would like to further express my concerns of our village residents, we have an aging population of residents who do not use e-mail or any of the other "modern technological advances." Many do not even drive or have transportation. It would be a hardship to go to Lowville to pick up mail daily. The streets of Lowville are torn up for the next 18 months and the distance to the PO is 8 miles roundtrip. With the cost of gas and insurance this makes it problematic.

Rural carriers are fine but they don't deliver till 1 or 2 o'clock in the village of Martinsburg. If a customer Switched to rural delivery it would require a new post and outside mailbox, another added expense. Security is a problem along with harsh winters, snowplows and traffic hazards for stop and go carriers.

We have no public business in Martinsburg, the PO is a social gathering place for residents . The welfare of relatives and elderly are discussed daily at the meeting place. The box rental and cost of operating this Post Office is among the lowest in the state!!!

Locked mailboxes are no good when you order stamps because the carrier cannot get into them. We urge you to cut out Saturday delivery and shorten the duty hours of operation. This would replace expenses. Normally when PO close you just reassign the Postmaster to other areas, how does this make sense? You would also have to have more rural carriers or pay them for longer hours for increased rural delivery.

We in Martinsburg feel strongly about keeping our Post Office open. When our lease was cancelled eight years ago on approximately Dec. 31 our community rallied and found a new home for the PO in January in the middle of winter.

Our elected officials will fight for our community and we have the support of the majority of the PO Box holders and we are also seeking political support through our Senators and Congressman.

KEEP MARTINSBURG, NY POST OFFICE OPEN !!! This letter also represents the thoughts and feelings of the residents who signed the petition and also for those who did not!!!

Sincerely,
Cynthia J. Golas
Proud Martinsburg, NY resident since 1975 (my home has been in our family since 1923 !! With a PO)

Cynthia J. Golas

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UNITED STATES POSTAL SERVICE

COPY

06/27/2011

CINDY GOLAS

PO BOX 173
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lowville postmaster for more information.
- 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.
- The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

June27, 2011

PO Box 173
Martinsburg, NY 13404

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Congressman William L. Owens
120 Washington St. – Suite 200
Watertown, NY 13601

Dear Congressman Owens,

I recently wrote to you with concerns about the closing of the rural Post Office in our little Town of Martinsburg, NY in Lewis County. I thank you for your prompt response and support. I have posted a copy of your letter in our little Post Office for all of the Martinsburg residents to read. I am again writing to you on behalf of myself and all the residents of our township that would be affected by the closure asking for your continued support to keep our Post Office open.

I have also corresponded in person and by mail to Mr. Brian Shepardson at the Post Office headquarters in Albany, NY asking for help in retaining our post office. We received a letter at the post office addressing the villagers concern, but what it all really boils down to is the dollar bottom line. Our post office is losing a few thousand dollars a year, but what we would really lose in the end is our right to use a US Government service that was earned by us. We all supported the US Government in one way or another our whole lives, many elderly people in our town are veterans of the Armed Services and it would be a major inconvenience for them to travel round trip (especially in our harsh winters) and also for rural delivery, these people don't have the manpower to erect and maintain rural post office boxes and/or have or know nothing about the computer age.... they are all very concerned with losing this service. To alleviate the small loss, why couldn't we not have Saturday delivery, have the post office truck come once a day instead of twice?? I am sure that would eliminate some expenses..... My company would also use the post office for a $5,000 direct mail that we do every year, that would take the pressure off the Lowville Post Office (which is extremely overworked already !) I'm sure the Post Office could find other cost cutting measures if they looked. We do this daily in my company. Not to mention the expense of everyone in these Post Offices to have to get new mailing addresses and these people would all have to change their address with their banks/ Medicare/ insurance, etc. etc. That's a big expense for the post office and a big headache for the taxpayers !! Also the fact that the Post Mistress would be assigned somewhere else would not save the US Gov. much money.
Why is it that it's always the little guy that gets the shaft in the end!!?? Your continued support to keep all of our rural post offices open and if there's anything else I or the taxpayers of the town of Martinsburg can do to help, please feel free to contact us!! Thank you for your support!!

Sincerrely,
Cynthia Golas
Cynthia Golas – A Concerned Taxpayer
Representing the Martinsburg, NY Townspeople

Cc: US Postal Service, Manager Post Office Operations
30 Karner Road, Albany, NY 12288-9992 – Brian Shepardson

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May 28,2011

Mr. Brian Shepardson, Manager
Post Office Operations
30 Karner Road
Albany, NY 12288-9992

Dear Mr. Shepardson:

This letter is again trying to keep the Martinsburg, New York Post Office open.

First off, we have received three letters from you in response to our answering that most important survey which you provided us. All three of those letter DO NOT have the last name spelled correctly. Here it is correctly spelled: N A F Z I G E R (not Nafaige, or Natiger or tziger.)

Secondly, your answers appeared to be on the sarcastic, snippy side leading me to believe that this is already a done deal as far as you are concerned. In one form letter you repeated the same paragraph twice. I can read and I do understand what I read.

Thirdly, if you have taken the time to study our location out, and I agree, we are close to Lowville's post office. I also realize that this year is a bad year to try and complete this because of the construction on the main street of Lowville and getting to and from this post office is a bit of a challenge. Therefore, all the more reason to keep Martinsburg open. Also they have limited parking.

Fourthly, more reasons follow.

PRO: Our post office may be small but it is highly efficient in answering our needs.

PRO: We have many elderly and handicapped people that use the Martinsburg post office because it is easily accessible, both location and handicap.

PRO: It is providing a person with employment in our depressed area.

PRO: Across the street is our wonderful library and people often make two stops in one.

PRO: It would be a great hardship on the local library to have to cart our cartons of books to another location when we have one directly across the road.

PRO: When a personal bulk mailing is made at least twice a year, it is much easier to do it locally where the postmaster can help weigh each letter and put the correct postage on. By the way, these are all done by first class mail and sometimes priority mail. More money for the local post office and your organization.

CON: Locking my rural mailbox . Even if it did have a slot for mail, weather (Snow, rain, sleet) would be a hardship. We receive several catalogs and they may not fit in that 'slot'.

CON: Letting the mail carrier know I have mail by raising the flag. Possible.....but should the flag not be up and I have a locked box, how is my mail (bill payments) going to be picked up even if I don't have any mail coming in.

Thank you and please do not close this post office.

Sincerely,

Mrs. Nafziger

Mrs. Nafziger

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COPY

UNITED STATES POSTAL SERVICE

06/27/2011

NATZIGER

PO BOX 132
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

- Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

If it is determined that a discontinuance of the Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

UNITED STATES POSTAL SERVICE

DOCKET NO. 1433801-13404
ITEM NO. 38
PAGE 18

COPY

06/27/2011

WARREN NAFAIGE

PO BOX 115
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

- 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 Martinsburg Post Office should be pursued, a formal proposal will be posted in the Lowville Post Office and Martinsburg Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

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

UNITED STATES POSTAL SERVICE

09/21/2011

BRUCE A. LEE

PO BOX 117
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

UNITED STATES POSTAL SERVICE

09/21/2011

NORMAN MISHER

MAGDALENE STREET
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

UNITED STATES POSTAL SERVICE

09/21/2011

ELLEN BAIRD

PO BOX 56
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

In response to your letter:

- Customer expressed a concern about the mailboxes being damaged by snowplows. Please contact the adminoffice postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

09/21/2011

ANONYMOUS

NO ADDRESS
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

09/21/2011

ANONYMOUS I

NO ADDRESS
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

UNITED STATES POSTAL SERVICE

09/21/2011

CHRISTINA MELSCHCHUK

6734 STATE ROUTE 26
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

09/21/2011

CYNTHIA GOLAS

PO BOX 173
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

In response to your letter:

- Demographics have been studied. Most postal customers do not conduct complex postal transactions on a daily basis. Today, almost four out of 10 stamps sold each day are purchased at grocery or drug stores while an additional 19 percent of postal transactions are conducted, in some way, through the internet. This represents a shift in consumer demand, moving away from post office lobbies for the most commonly-requested postal purchase -- stamps.

- Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

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

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

- The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service. The Postal Service is proposing free street delivery, which would replace the no-fee PO Box service. Those customers currently receiving no-fee PO Box service, would be required to pay the prevailing PO box fee rates in order to retain the PO Box. Customers that choose delivery by rural carrier would balance out this expense.

- The Postal Service takes pride in our professional drivers to effect mail delivery safely, reliably, and efficently.

- For those who elect post office box service but not in Lowville, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. The walk in revenue for 2010 was $21,611, which is less than half the cost for a Postmasters minimum salary and benefits for that level office.

- Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.

- The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case,

is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

- The current economic environment is much different than eight years ago. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. “Today, more than 35 percent of the Postal Service’s retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7,” said Postmaster General Patrick Donahoe. “Our customer’s habits have made it clear that they no longer require a physical post office to conduct most of their postal business.”

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

09/21/2011

MRS. NAFZIGER

PO BOX 132
MARTINSBURG, NY 13404

Dear Postal Service Customer:

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

In response to your letter:

- We apologize for not spelling your last name correctly on correspondence. In reviewing the submitted questionnaires, the name was in script; the spelling was misinterpreted.
- You expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
- Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.
- A site visit indicates the ample parking is available.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lowville postmaster for more information.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- You expressed a concern about 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 Lowville postmaster.
- You probably have seen your rural letter carrier at work, driving alongside the road, mailbox to mailbox, picking up, and delivering the mail. What you may not have seen, however, is the range and quality of services they provide. In addition to picking up and delivering your mail, they • Pick up and deliver parcels, and Priority Mail and Express Mail items. • Sells stamps and Postal Money Orders. • Accept and deliver Registered Mail, Certified Mail, and Insured Mail items. • Accept payment for Collect on Delivery (COD) packages
- Customer assistand for semi-annual mailings can be provided at the Lowville Post Office. Customer can call the Postmaster in advance of the mailing to help ensure a smooth transaction.
- Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.
- There are a variety of style and size mailboxes to suit different customer needs. Ideally, a mail slot should be at least as large as a standard mail slot on a door (used for city delivery). Catalogs will fit through a standard mail slot.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

UNITED STATES POSTAL SERVICE

A. Office

Name: MARTINSBURG State: NY Zip Code: 13404
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Lewis
EAS Grade: 11 Finance Number: 355100

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

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Nadine Tremblay Date: 07/28/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085 Fax No: (518) 464-7429

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	8
Favorable comments	1
Unfavorable comments	5
No opinon expressed	2
Total comments returned	8

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
Customer expressed concern that the response letters they received did not have their last name spelled correctly.

Response:
We apologize for not spelling your last name correctly on correspondence. In reviewing the submitted questionnaires, the name was in script, the spelling was misinterpreted.

2. Concern (Favorable):
Customer expressed a concern for the library having to travel to another location with books.

Response:
You probably have seen your rural letter carrier at work, driving alongside the road, mailbox to mailbox, picking up, and delivering the mail. What you may not have seen, however, is the range and quality of services they provide. In addition to picking up and delivering your mail, they • Pick up and deliver parcels, and Priority Mail and Express Mail items. • Sells stamps and Postal Money Orders. • Accept and deliver Registered Mail, Certified Mail, and Insured Mail items. • Accept payment for Collect on Delivery (COD) packages

3. Concern (Favorable):
Customer expressed a concern for the safety of carriers when delivering in harsh winters and with traffic hazards.

Response:
The Postal Service takes pride in our professional drivers to effect mail delivery safely, reliably, and efficently.

4. Concern (Favorable):
Customer expressed a concern that the carrier would not be able to access a locked mailbox, if a customer has a stamp order/outgoing mail.

Response:
Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.

5. Concern (Favorable):
Customer indicated that box rental and cost of operating the Martinsburg Post Office is among the lowest in the state.

Response:
For those who elect post office box service but not in Lowville, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. The walk in revenue for 2010 was $21,611, which is less than half the cost for a Postmasters minimum salary and benefits for that level office.

6. Concern (Favorable):
Customers inquired about mailbox installation and maintenance.

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

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

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lowville postmaster for more information.

8. Concern (Favorable):
No Concern

Response:

9. Concern (No Opinion):
Customer expressed a concern about an added expense to install a mailbox.

Response:
The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service. The Postal Service is proposing free street delivery, which would replace the no-fee PO Box service. Those customers currently receiving no-fee PO Box service, would be required to pay the prevailing PO box fee rates in order to retain the PO Box. Customers that choose delivery by rural carrier would balance out this expense.

10. Concern (No Opinion):
Customer expressed a concern that the carrier would not be able to access a locked mailbox, if a customer has a stamp order/outgoing mail.

Response:
Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.

11. Concern (No Opinion):
Customer expressed a concern with a locking rural mail box with regards to receiving many catalogs. Concerned if they would fit in a slot.

Response:
There are a variety of style and size mailboxes to suit different customer needs. Ideally, a mail slot should be at least as large as a standard mail slot on a door (used for city delivery). Catalogs will fit through a standard mail slot.

12. Concern (No Opinion):
Customer expressed concern about ample parking at Lowville.

Response:
A site visit indicates the ample parking is available.

13. Concern (No Opinion):
Customer expressed concern over those customers without internet access, and those do not have transportation.

Response:
Demographics have been studied. Most postal customers do not conduct complex postal transactions on a daily basis. Today, almost four out of 10 stamps sold each day are purchased at grocery or drug stores while an additional 19 percent of postal transactions are conducted, in some way, through the internet. This represents a shift in consumer demand, moving away from post office lobbies for the most commonly-requested postal purchase -- stamps.

14. Concern (No Opinion):
Customer indicated assistance by the postmaster was helpful for a semi-annual mailing of first class and Priority Mail.

Response:
Customer assistand for semi-annual mailings can be provided at the Lowville Post Office. Customer can call the Postmaster in advance of the mailing to help ensure a smooth transaction.

15. Concern (No Opinion):
Customer stated that lease was cancelled eight years ago and the community rallied for a new home for the Post Office.

Response:
The current economic environment is much different than eight years ago. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

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

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

17. Concern (No Opinion):
No Concern

Response:

18. Concern (UnFavorable):
Customer expressed concern about roadwork in Lowville over the next 18 months.

Response:
Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

19. Concern (UnFavorable):
Customer suggested reducing hours at the Post Office rather than closing it. Customer suggests eliminating Saturday delivery.

Response:
The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

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

Response:
Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Lowville postmaster.

21. Concern (UnFavorable):
Customers expressed concern over a postal representative not being customer oriented.

Response:
The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

22. Concern (UnFavorable):
Customers were concerned about the mailboxes being damaged by snowplows

Response:
Customer expressed a concern about the mailboxes being damaged by snowplows. Please contact the adminoffice postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

23. Concern (UnFavorable):
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. Concern (Favorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:

Postal Service estimates an annual savings with this change.

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

Response:
The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

4. Concern (No Opinion):
Customer expressed concern about roadwork in Lowville over the next 18 months.

Response:
Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

DOCKET NO. 1433801-13404
ITEM NO. 41
PAGE 1

Date of Posting: 05/28/2011

Posting Round Date:

Date of Removal: 07/29/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MARTINSBURG, NY POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE (REVISED)

DOCKET NUMBER 1433801 - 13404

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster was promoted on March 04, 2006. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

The Martinsburg Post Office, an EAS-11 level, provides service from 08:00 to 13:00 and 14:00 to 16:45 Monday - Friday , 08:30 to 11:15 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:30 to 11:30 on Saturday to 86 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 13 transaction(s) accounting for 10 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: $23,737 (62 revenue units) in FY 2008; $23,304 (61 revenue units) in FY 2009; and $21,611 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 12, 2011, representatives from the Postal Service were available at Martinsburg Post Office lobby (Open House style format) to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On May 03, 2011, 89 questionnaires were distributed to delivery customers of the Martinsburg Post Office. Questionnaires were also available over the counter for retail customers at the Martinsburg Post Office. 36 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 22 unfavorable, and 10 expressed no opinion.

A petition supporting the retention of the Martinsburg Post Office was received on May 12, 2011, with 103 signatures. If this proposal is implemented, delivery and retail services will be provided by the Lowville Post Office, an EAS-18 level office. Window service hours at the Lowville Post Office are from 08:15 to 16:30, Monday through Friday, and 09:30 to 12:30 on Saturday. There are 160 post office boxes available.

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

1. **Concern:** Customer expressed a concern about package delivery and pickup

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

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

   Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

3. **Concern:** Customer suggested closing the post office on Saturdays.

   Response: The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

4. **Concern:** Customers expressed a concern about irregular hours that the rural route serves the community

   Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Lowville post office located 3.0 miles away.

5. **Concern:** Customers expressed concern about collection of outgoing mail

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

6. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Lowville Post Office to pick up their mail.

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

7. **Concern:** Customers expressed concern over a postal representative not being customer oriented.

Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Martinsburgh Post Office.

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

9. **Concern:** Customers wanted to know why the customer lines were so long at the Lowville Post Office

Response: The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

10. **Concern:** Customers were concerned about later delivery of mail

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

11. **Concern:** Customers were concerned about mail security

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

12. **Concern:** Customers were concerned about obtaining services from the carrier

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

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer

addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows

Response: Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

15. **Concern:** You expressed a concern that they requested and were denied rural delivery service

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

16. **Concern:** You were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

17. **Concern:** Customer expressed concern that the response letters they received did not have their last name spelled correctly.

Response: We apologize for not spelling your last name correctly on correspondence. In reviewing the submitted questionnaires, the name was in script; the spelling was misinterpreted.

18. **Concern:** Customer expressed a concern about an added expense to install a mailbox.

Response: The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service. The Postal Service is proposing free street delivery, which would replace the no-fee PO Box service. Those customers currently receiving no-fee PO Box service, would be required to pay the prevailing PO box fee rates in order to retain the PO Box. Customers that choose delivery by rural carrier would balance out this expense.

19. **Concern:** Customer expressed a concern for the library having to travel to another location with books.

Response: The customer probably have seen your rural letter carrier at work, driving alongside the road, mailbox to mailbox, picking up, and delivering the mail. What you may not have seen, however, is the range and quality of services they provide. In addition to picking up and delivering your mail, they • Pick up and deliver parcels, and Priority Mail and Express Mail items. • Sells stamps and Postal Money Orders. • Accept and deliver Registered Mail, Certified Mail, and Insured Mail items. • Accept payment for Collect on Delivery (COD) packages

20. **Concern:** Customer expressed a concern for the safety of carriers when delivering in harsh winters and with traffic hazards.

Response: The Postal Service takes pride in our professional drivers to effect mail delivery safely, reliably, and efficently.

21. **Concern:** Customer expressed a concern that the carrier would not be able to access a locked mailbox, if a customer has a stamp order/outgoing mail.

Response: Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.

22. **Concern:** Customer expressed a concern with a locking rural mail box with regards to receiving many catalogs. Concerned if they would fit in a slot.

Response: There are a variety of style and size mailboxes to suit different customer needs. Ideally, a mail slot should be at least as large as a standard mail slot on a door (used for city delivery). Catalogs will fit through a standard mail slot.

23. **Concern:** Customer expressed concern about ample parking at Lowville.

Response: A site visit indicates the ample parking is available.

24. **Concern:** Customer expressed concern about roadwork in Lowville over the next 18 months.

Response: Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

25. **Concern:** Customer expressed concern over those customers without internet access, and those do not have transportation.

Response: Demographics have been studied. Most postal customers do not conduct complex postal transactions on a daily basis. Today, almost four out of 10 stamps sold each day are purchased at grocery or drug stores while an additional 19 percent of postal transactions are conducted, in some way, through the internet. This represents a shift in consumer demand, moving away from post office lobbies for the most commonly-requested postal purchase -- stamps.

26. **Concern:** Customer indicated assistance by the postmaster was helpful for a semi-annual mailing of first class and Priority Mail.

Response: Customer assistand for semi-annual mailings can be provided at the Lowville Post Office. Customer can call the Postmaster in advance of the mailing to help ensure a smooth transaction.

27. **Concern:** Customer indicated that box rental and cost of operating the Martinsburg Post Office is among the lowest in the state.

Response: For those who elect post office box service but not in Lowville, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. The walk in revenue for 2010 was $21,611, which is less than half the cost for a Postmasters minimum salary and benefits for that level office.

28. **Concern:** Customer stated that lease was cancelled eight years ago and the community rallied for a new home for the Post Office.

Response: The current economic environment is much different than eight years ago. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

29. **Concern:** Customer suggested reducing hours at the Post Office rather than closing it. Customer suggests eliminating Saturday delivery.

Response: The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

30. **Concern:** Customers inquired about mailbox installation and maintenance.

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

31. **Concern:** Customer expressed a concern about their 911 address

Response: 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

32. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

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

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.
4. A change in your PO Box Fees may be a result of this proposal.

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

II. EFFECT ON COMMUNITY

Martinsburg is an unincorporated community located in Lewis County. The community is administered politically by none known. Police protection is provided by the Lewis County Sheriff's Dept. Fire protection is provided by the Martinsburg Fire Department. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Martinsburg United Methodist Church,, Town Highway Department, Town Clerk, Town Court . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Martinsburg Post Office will be available at the Lowville Post Office. Government forms normally provided by the Post Office will also be available at the Lowville 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 questioned the economic savings of the proposed discontinuance.

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

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

   Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

3. **Concern:** Customer expressed concern about roadwork in Lowville over the next 18 months.

   Response: Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

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 continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers were concerned about loss of employment in the community.

Response: The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

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

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on March 04, 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 $ 19,162 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 0
Total Annual Costs	$ 44,279
Less Annual Cost of Replacement Service	- $ 25,117
Total Annual Savings	$ 19,162

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

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

The postmaster was promoted on March 04, 2006. 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 Martinsburg Post Office provided delivery and retail service to 86 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 13. 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 $19,162 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 Martinsburg Post Office and Lowville Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Michelle Krul

MICHELLE KRUL
Manager, Post Office Operations

05/28/2011
Date

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared 07/29/2011

2. Post Office Name MARTINSBURG

3. State and ZIP + 4 Code NY, 13404-9998

4. District, Customer Service ALBANY PFC

5. Area, Customer Service NORTHEAST

6. County Lewis

7. Congressional District 23

8. Reason for Proposal to Discontinue
This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

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

10. Proposed Permanent Alternate Service

11. Staffing

a. [ ] PM [✔] PM Vacancy Reason & Date: was promoted
Occupied 03/04/2006

b. [✔] OIC [ ] Career [ ] Non-Career

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

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

e. No of Others- 0 No of Career- 0 No of Non-Career- 0

12. Hours of Service

a. Time M-F 08:00 to 13:00 and 14:00 to 16:45	Sat 08:30 to 11:15	Total Window Hours Per Week
a. Lobby Time M-F 08:00 to 17:00	Sat 08:30 to 11:30	41.50

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	86
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	86
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	12.80

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	186	52
b. Newspaper	64	1
c. Parcel	2	2
d. Other	9	0
e. Total	261	55
f. No. of Postage Meters		0
g. No. of Permits		0

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008	$ 23,737	$ 33168	$11,111
2009	$ 23,304		
2010	$ 21,611		

16a. Quarters

[✔] Postal Owned [ ] Leased *(if Leased, Expiration Date)* 01/01/1900 Annual Lease $ 0

30-day cancellation clause? [ ] Yes [✔] No Evicted? [ ] Yes [✔] No (if Yes, must vacate by)

Located in: [ ] Business [ ] Home [✔] Other Suitable alternate quarters available? [✔] Yes [ ] No

16b. Explain:
Lowville Post Office

17. Schools, Churches and Organization in Service Area: No: 1
Martinsburg United Methodist Church,

19. Administrative/Emanating Office *(Proposed)*:
Name LOWVILLE EAS Level 18 Miles Away 3.0
Window Service Hours: M-F 08:15 to 16:30 SAT 09:30 to 12:30
Lobby Hours: M-F 06:45 to 17:00 SAT 06:45 to 16:00
PO Boxes Available: 160

18. Businesses in Service Area: No: 3
Town Highway Department, Town Clerk, Town Court

20. Nearest Post Office *(if different from above)*:
Name LOWVILLE EAS Level 18 Miles Away 3.0
Window Service Hours: M-F 08:15 16:30 SAT 09:30 12:30
Lobby Hours: M-F SAT
PO Boxes Available: 0

21. Prepared by

Printed Name and Title		Signature	Telephone No. AC ()
NADINE TREMBLAY		*NADINE TREMBLAY*	(518) 452-4085
PO Discontinuance Coordinator Name: NADINE TREMBLAY	Telephone No. AC () (518) 452-4085	Location: ALBANY, NY	

PS Form **4920**, June 1993

UNITED STATES POSTAL SERVICE

07/29/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
MARTINSBURG
Docket Number 1433801 - 13404

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

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	MARTINSBURG, NY, 13404-9998
EAS Level:	11
District:	ALBANY PFC
County:	LEWIS
Congressional District:	23
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	86
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	86

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/04/2006	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 0 Noncareer: 1 Other Employees: 0
02/25/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 89 Number Returned: 36
05/03/2011	Analysis: Favorable 4 Unfavorable 22 No Opinion 10
05/12/2011	Petition received. Number of signatures: 103 Concerns expressed: Many residents do not want to travel the 3 miles to Lowville during harsh winters to pick up mail, purchase stamps, mail packages etc. Also w/gas at over $4.00 a gallon, it's an additional expense every day. Local outside PO Box residents also use our local post office for their services so as to not have to wait in line at the busier Lowville post office. Some village residents do not have vehicles and walk to Post Office daily. Additional expense of traveling to Lowville/Post Office service. Some residents/customers in our village do not have computer access for online service. General inconvenience, and putting our local postmistress out of job and also shorten hours for mail truck drivers to our area.
	Congressional inquiry received: No Concerns expressed:
05/19/2011	Proposal and checklist sent to district for review.
05/19/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/19/2011	Proposal and invitation for comments posted and round-dated.
07/29/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 1 Unfavorable 5 No Opinion 2 8
None	Premature PRC appeal received. Concerns expressed:
07/29/2011	Updated PS Form 4920 completed (if necessary).
07/29/2011	Certification of the official record.
08/01/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/14/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
08/25/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
09/19/2011	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY Name/Title	(518) 452-4085 Telephone Number
NADINE TREMBLAY District Post Office Review Coordinator	(518) 452-4085 Telephone Number

UNITED STATES POSTAL SERVICE

08/01/2011

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 Martinsburg 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 Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Michelle Krul Manager Post Office Operations.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4B/P1433801.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the MARTINSBURG was received by 08/14/2011.
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 and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1433801-13404
ITEM NO. 47
PAGE 1

Date of Posting: 08/25/2011

Date of Removal: 09/26/2011

FINAL DETERMINATION TO CLOSE
THE MARTINSBURG, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

DOCKET NO. 1433801-13404
ITEM NO. 47
PAGE 2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Martinsburg, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lowville Post Office, located three miles away.

The postmaster position became vacant when the postmaster was promoted on March 04, 2006. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

The Martinsburg Post Office, an EAS-11 level, provides service from 08:00 to 13:00 and 14:00 to 16:45 Monday - Friday , 08:30 to 11:15 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:30 to 11:30 on Saturday to 86 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 13 transaction(s) accounting for 10 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: $23,737 (62 revenue units) in FY 2008; $23,304 (61 revenue units) in FY 2009; and $21,611 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 12, 2011, representatives from the Postal Service were available at Martinsburg Post Office lobby (Open House style format) to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On May 03, 2011, 89 questionnaires were distributed to delivery customers of the Martinsburg Post Office. Questionnaires were also available over the counter for retail customers at the Martinsburg Post Office. 36 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 22 unfavorable, and 10 expressed no opinion.

A petition supporting the retention of the Martinsburg Post Office was received on May 12, 2011, with 103 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Lowville Post Office, an EAS-18 level office. Window service hours at the Lowville Post Office are from 08:15 to 16:30, Monday through Friday, and 09:30 to 12:30 on Saturday. There are 160 post office boxes available.

The proposal to close the Martinsburg Post Office was posted with an invitation for comment at the Martinsburg Post Office and Lowville Post Office from May 28, 2011 to July 29, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed concern that the response letters they received did not have their last name spelled correctly.

   Response: We apologize for not spelling your last name correctly on correspondence. In reviewing the submitted questionnaires, the name was in script; the spelling was misinterpreted.

2. **Concern:** Customer expressed a concern about an added expense to install a mailbox.

   Response: The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service. The Postal Service is proposing free street delivery, which would replace the no-fee PO Box service. Those customers currently receiving no-fee PO Box service, would be required to pay the prevailing PO box fee rates in order to retain the PO Box. Customers that choose delivery by rural carrier would balance out this expense.

3. **Concern:** Customer expressed a concern for the library having to travel to another location with books.

   Response: The customer probably have seen your rural letter carrier at work, driving alongside the road, mailbox to mailbox, picking up, and delivering the mail. What you may not have seen, however, is the range and quality of services they provide. In addition to picking up and delivering your mail, they • Pick up and deliver parcels, and Priority Mail and Express Mail items. • Sells stamps and Postal Money Orders. • Accept and deliver Registered Mail, Certified Mail, and Insured Mail items. • Accept payment for Collect on Delivery (COD) packages

4. **Concern:** Customer expressed a concern for the safety of carriers when delivering in harsh winters and with traffic hazards.

Response: The Postal Service takes pride in our professional drivers to effect mail delivery safely, reliably, and efficently.

5. **Concern:** Customer expressed a concern that the carrier would not be able to access a locked mailbox, if a customer has a stamp order/outgoing mail.

Response: Stamps by mail order forms are available from your local post office. Customers can submit payment for their stamp purchase into a collection box. Stamp orders can be fulfilled at the Post Office for processing and delivered on the same day the order is processed.

6. **Concern:** Customer expressed a concern with a locking rural mail box with regards to receiving many catalogs. Concerned if they would fit in a slot.

Response: There are a variety of style and size mailboxes to suit different customer needs. Ideally, a mail slot should be at least as large as a standard mail slot on a door (used for city delivery). Catalogs will fit through a standard mail slot.

7. **Concern:** Customer expressed concern about ample parking at Lowville.

Response: A site visit indicates the ample parking is available.

8. **Concern:** Customer expressed concern about roadwork in Lowville over the next 18 months.

Response: Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

9. **Concern:** Customer expressed concern over those customers without internet access, and those do not have transportation.

Response: Demographics have been studied. Most postal customers do not conduct complex postal transactions on a daily basis. Today, almost four out of 10 stamps sold each day are purchased at grocery or drug stores while an additional 19 percent of postal transactions are conducted, in some way, through the internet. This represents a shift in consumer demand, moving away from post office lobbies for the most commonly-requested postal purchase -- stamps.

10. **Concern:** Customer indicated assistance by the postmaster was helpful for a semi-annual mailing of first class and Priority Mail.

Response: Customer assistand for semi-annual mailings can be provided at the Lowville Post Office. Customer can call the Postmaster in advance of the mailing to help ensure a smooth transaction.

11. **Concern:** Customer indicated that box rental and cost of operating the Martinsburg Post Office is among the lowest in the state.

Response: For those who elect post office box service but not in Lowville, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. The walk in revenue for 2010 was $21,611, which is less than half the cost for a Postmasters minimum salary and benefits for that level office.

12. **Concern:** Customer stated that lease was cancelled eight years ago and the community rallied for a new home for the Post Office.

Response: The current economic environment is much different than eight years ago. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our

customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

13. **Concern:** Customer suggested reducing hours at the Post Office rather than closing it. Customer suggests eliminating Saturday delivery.

Response: The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

14. **Concern:** Customers inquired about mailbox installation and maintenance.

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

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 package delivery and pickup

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

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

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

3. **Concern:** Customer suggested closing the post office on Saturdays.

Response: The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

4. **Concern:** Customers expressed a concern about irregular hours that the rural route serves the community

Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Lowville post office located 3.0 miles away.

5. **Concern:** Customers expressed concern about collection of outgoing mail

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

6. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Lowville Post Office to pick up their mail.

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

7. **Concern:** Customers expressed concern over a postal representative not being customer oriented.

Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Martinsburgh Post Office.

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

9. **Concern:** Customers wanted to know why the customer lines were so long at the Lowville Post Office

Response: The Lowville Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Lowville postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

10. **Concern:** Customers were concerned about later delivery of mail

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

11. **Concern:** Customers were concerned about mail security

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

12. **Concern:** Customers were concerned about obtaining services from the carrier

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

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

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox,

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows

Response: Please contact the Lowville postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

15. **Concern:** You expressed a concern that they requested and were denied rural delivery service

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

16. **Concern:** You were concerned about having to travel to another post office for service

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

17. **Concern:** Customer expressed a concern about their 911 address

Response: 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

18. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

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

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.
4. A change in your PO Box Fees may be a result of this proposal.

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

II. EFFECT ON COMMUNITY

Martinsburg is an unincorporated community located in LEWIS County. The community is administered politically by none known. Police protection is provided by the Lewis County Sheriff's Dept. Fire protection is provided by the Martinsburg Fire Department. The community is comprised of retirees, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Martinsburg United Methodist Church,, Town Highway Department, Town Clerk, Town Court . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Martinsburg Post Office will be available at the Lowville Post Office. Government forms normally provided by the Post Office will also be available at the Lowville 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 questioned the economic savings of the proposed discontinuance.

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

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

   Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

3. **Concern:** Customer expressed concern about roadwork in Lowville over the next 18 months.

   Response: Roadwork in addition to other improvements and repair to infrastructure in communities is a hardship for anyone with a need to travel. Planning boards typically take this into consideration prior to the beginning of a project to minimize the amount of disruption to their communities.

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 continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:** Customers were concerned about loss of employment in the community.

Response: The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

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 March 04, 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 $ 19,162 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 0
Total Annual Costs	$ 44,279
Less Annual Cost of Replacement Service	- $ 25,117
Total Annual Savings	$ 19,162

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

This is the final determination to close the Martinsburg, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lowville Post Office, located three miles away.

The postmaster was promoted on March 04, 2006. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Martinsburg Post Office provided delivery and retail service to 86 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 13. 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 $19,162 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 Martinsburg Post Office and Lowville Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Martinsburg 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 Martinsburg Post Office and Lowville Post Office during normal office hours.

08/19/2011
Date

Dean J Granholm
Vice President of Delivery and Post Office Operations

UNITED STATES POSTAL SERVICE

08/25/2011

OFFICER-IN-CHARGE/POSTMASTER
Martinsburg Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Martinsburg Post Office Final Determination Docket No. 1433801 - 13404

Please post in the lobby the enclosed final determination to close the Martinsburg Post Office. The final determination must be posted in a prominent place from 08/25/2011 through close of business on 09/26/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/27/2011.

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 (518) 452-4085.

Sincerely,

Nadine Tremblay

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record

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MARTINSBURG NY
AUG 25 2011
USPS 13404-9998

Date of Posting: 08/25/2011

Date of Removal: 09/26/2011

MARTINSBURG NY
SEP 26 2011
USPS 13404-9998

FINAL DETERMINATION TO CLOSE
THE MARTINSBURG, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

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LOWVILLE NY
AUG 25 2011
USPS

[redacted] Date of Posting: 08/25/2011
[redacted]
[redacted]
Date of Removal: 09/26/2011

LOWVILLE NY 13367
SEP 28 2011
USPS

FINAL DETERMINATION TO CLOSE
THE MARTINSBURG, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1433801 - 13404

Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 08/25/2011
Date removed: 09/26/2011
No. of days posted: 32

Actual discontinuance date:
Official discontinuance date:
(Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

BEFORE CHANGE POST OFFICE INFORMATION

Post Office
Name and State: MARTINSBURG, NY
ZIP Code: 13404-9998 Finance no: 355100
County: LEWIS
Type of discontinuance:
Consolidate ( ) Close (X)

Type of discontinued facility
Post Office (X)
Classified Station ( ) Branch ( )
Community Post Office (CPO) ( )

Coordinator name: NADINE TREMBLAY
Telephone: (518) 452-4085

AFTER CHANGE POST OFFICE INFORMATION

Administrative
Post Office: LOWVILLE
ZIP Code: 13367-9998 Finance no: 354865
County: LEWIS
Original name retained? Yes (X) No ( )
New last line of customer address is:
MARTINSBURG NY,13404

Type of replacement service
Post Office ( ) Route (X)
Classified Station ( ) Branch ( )
Contract Unit ( ) Community Post Office (CPO) ( )

Date:
(Location) District: ALBANY PFC

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.
Headquarters entry: ( ) TL ( ) HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance.
Final determination for an independent Post Office must be posted for at least 30 days.

UNITED STATES POSTAL SERVICE

09/19/2011

DISTRICT MANAGER
ALBANY PFC
30 KARNER RD
ALBANY, NY, 12288-9992

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
MARTINSBURG, 13404-9998 Docket No. 1433801 - 13404

This is to advise you that an appeal to the final determination to discontinue the MARTINSBURG has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations NORTHEAST Area
Government Relations and Public Policy

UNITED STATES
POSTAL SERVICE

September 21, 2011

Postmaster/OIC of office being studied
Postmaster/OIC of proposed alternate site

RE: Final Determination for Martinsburg NY 13404

Please be advised that there was an appeal filed regarding the final determination to close Martinsburg NY Post Office. Regardless of the Final Determination removal date, you are hereby instructed to leave the final determination on display until you receive further notice from me.

Enclosed are several documents pertaining to the appeal. You are required to post them next to the final determination. If additional documents are received from me regarding the appeal, they should be added to the enclosed documents and also displayed next to the final determination.

Feel free to call me if you have any questions.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator
Albany District
30 Karner Rd
Albany NY 12288-9311

(518) 452-4082