



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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 NORWICH, SYRACUSE, BING-HAMTON (SMYRNA STORE)
- Personal needs NORWICH SYRACUSE
- Banking NORWICH
- Employment RETIRED
- Social needs SMYRNA, NORWICH

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

- Yes No SMYRNA STORE, REPAIR GARAGE, POST OFFICE

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

- Yes No

Name Raymond DeMei

Address: 1463 ST. HWY. 80, SMYRNA, NY 13464

Telephone: (607) 627-6839

Date: 5/10/11

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



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Nonpostal Services

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- b. Using for school bus stop YES NO
- c. Assisting senior citizens, persons with disabilities, etc. YES NO

If yes, please explain:

During the 34 years I have been here, postal employees

- d. Using public bulletin board YES NO

available for assisting the people!

- e. Other YES NO

If yes, please explain:

Assistance with mailing to military.

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

- YES NO

If yes, please explain:

not regularly,



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: Cost of daily round-trips by staff to Sherburne PO - 1524yr
plus lost productivity. Many clients will require 2nd trip.
Many clients or walk-ins for notary services go straight to PO to mail items.

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

- Shopping N/A
- Personal needs N/A
- Banking on-line
- Employment _____
- Social needs N/A

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 less so

Name: SCOTT CLIPPINGER, CLIPPINGER LAW OFFICE
Address: POB 272, Smyrna NM 13464
Telephone: 607-627-6811
Date: 5/19/11

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Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

- 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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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: Hubert VanDruft Stacie VanDruft

Address: PO 147 Smyrna NY 13464

Telephone: 607 244 8085

Date: 05/20/11

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Nonpostal Services

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- b. Using for school bus stop YES NO
- c. Assisting senior citizens, persons with disabilities, etc. YES NO

If yes, please explain: _____

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

If yes, please explain: _____

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

- YES NO

If yes, please explain: _____



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

- Better Just as Good No Opinion Worse

If yes, please explain.

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

- Shopping Sherburne, Norwich or Cortland once a month or so
- Personal needs
- Banking most by mail some local Sherburne & Norwich branches
- Employment occasionally to Norwich
- 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: Nancy Funk

Address: 161 Wilcox Rd., Smyrna, NY 13414

Telephone: 607-627-6631

Date: 5/19/11

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Other Postal Services

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- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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- 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 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: Dr. Francis M. Bianchi

Address: 225 Quaker Hill Road

Telephone: 607-627-6655

Date: 05/16/2011

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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Other Postal Services

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Nonpostal Services

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- b. Using for school bus stop YES NO
- c. Assisting senior citizens, persons with disabilities, etc. YES NO

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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

- Better Just as Good No Opinion Worse

If yes, please explain.

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- 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 JOE GODWARD

Address: 182 QUAKER HILL RD.

Telephone 607-627-6736

Date 5-15-11

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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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- 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 Norwich
- Personal needs Norwich/Hamilton/Sufface
- Banking online/Norwich
- Employment self-employed-home based
- Social needs anywhere BUT Sterburne

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: Ede Walker

Address: 323 Dunham Rd, Smyrna 13449

Telephone: 607-627-6761

Date: 5/19/11

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- 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: _____

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- YES NO

If yes, please explain:



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

- Better
- Just as Good
- No Opinion
- Worse

If yes, please explain.

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

- Shopping _____
- Personal needs doctor appt - dentist
- Banking St. Lawrence
- Employment Rural
- 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: Arthur B. Markham

Address: 132 Hurlbaker - Lawrence Rd Troy NY

Telephone: _____

Date: May 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.

*It's a rural area - we need the post office!
I feel the PO would get more savings by
closing a city PO. Also - you should make with
a rural carrier sometime to get a better
picture of what rural is. Visit our post office in
the morning - neighbors in + out catching up on
local news - Post Markham answering questions -
it's a nice place - please don't take it away*



Postal Service Customer Questionnaire

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

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

Some items

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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

- Better Just as Good No Opinion Worse

If yes, please explain: P.O. BOX IS SECURE WHEN I AM GONE FOR A WEEK OR MORE

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 RETIREE
- 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: LEE R SCHWARTZ
Address: 855 Co RD 204 PO Box 102
Telephone: 607 627 6239
Date: 05-18-2011

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



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain: _____

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

YES NO NO NO NO

If yes, please explain: _____

388



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: *B. J. Schwarting*

Address: *Sumner*

Telephone: *607-631-6864*

Date: *today May 19, 2011*

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



Postal Service Customer Questionnaire

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

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

Other Postal Services

- a. Entering permit mailings 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: _____

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Item 22
Pages 390 to 399
Intentionally left blank



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: Only concern is carrier delivery, mail
Not secure, not by road till I get home, not
sure how locked mailboxes work. Can we have one in town

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: Penny-Wayne Eggleston
Address: PO Box 143 12 East Main St Sayra
607-627-6223 NY 13164
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.



Postal Service Customer Questionnaire

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

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

Other Postal Services

- a. Entering permit mailings YES NO
- 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: _____

402



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 Sharburne, Hamilton, Norwich
- 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: Cheryl Fleming

Address: 1416 State Highway 80, Smyrna

Telephone: _____

Date: 5/19/11

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

Please keep the post office open. Thank you



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

YES NO

If yes, please explain:

DEPENDING WHICH WAY I GO TO WORK -

404



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 SHERBURNNE / NORWICH / HAMILTON (SMYRNA MARKET)
 Personal needs _____
 Banking SHERBURNNE / EARLVILLE
 Employment SELF EMPLOYED
 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 DAVID / CAROLYN RAINY

Address: PO BOX 133 SMYRNA NY 13464

Telephone 607 637 6206

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.



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:

406



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 Sherkome, Norwich
- Personal needs Sherkome, Norwich
- Banking Sherkome
- Employment retired, but will be needed
- 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 Barbara L. Dwyer

Address: 10 Bay St, Norwich, NY 13464

Telephone: 607-627-4648

Date: 4/11

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



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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:

408



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: Thomas & Linda Woods

Address: 253 Graham Road (PO Box 136) Smyrna NJ 08464

Telephone: 609 627 6691

Date: 5/10/11

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

* Who will pay for our new mailbox to be installed since this will force us to have home delivery? My husband is on disability & it will be worse if we have to go thru additional expenses or time to get mail.

DOCKET NO. 1381921-13484
ITEM NO. 22
PAGE 409

COUNTY OF CHENANGO
BOARD OF SUPERVISORS

James B. Bays, Town Supervisor

James B. Bays, Supervisor
TOWN OF SMYRNA
1108 Bliven Coye Hill Road
Smyrna, N. Y. 13464



5 Court Street
Norwich, N. Y. 13815

Telephone:
(607) 627-6627

May 19, 2011

To Whom it may concern,

Please consider this the official statement from the Town Board of the Town of Smyrna.

The proposal to close the Post Office in the Village of Smyrna is yet another example of how citizens who live in Rural America are asked to do without in deference to our urban and suburban brothers and sisters. With considerable distances for some rural folks to access health care, emergency services, food pantrys and other vital human services, we are distressed to witness still another example of being asked to travel further for those services of an immediate nature---like overnighting business and personal needs. We do not see how under the proposal Smyrna residents will be better and more timely served.

In addition, it may not be clear to non-rural folks, but the central post office in any hamlet is a social hub and is an effective community voice, spreading cheer, informing members of the public of those infirmed and in need of support. Socialization in post offices is a key component of any rural Village or Town and that is a dynamic we'd prefer not to lose.

The bulletin board at the Post Office displays important and interesting notifications and opportunities. We value this information and referral posting.

Losing the Post Office within our Village is more than a dollar and cents issue, although wefully recognize the need to trim the sails---as we must at the Town Board level. Targeting Post Offices for closure should be considered where mass transit and public transportation are readily available---and that's not Smyrna nor most of rural American nor rural New York.

Thank you for this opportunity. Good luck catching a cab out of town!

Sincerely yours
James B. Bays
James B. Bays, Town Supervisor

DOCKET NO. 1381921-13404
ITEM NO. 22
PAGE 410

Phillip Ozdemir
476 Hopkins-Crandall Road
Smyrna, New York 13464
607-336-6353

May 20, 2011

Ms. Nadine Tremblay
Post Office Review Coordinator
Albany District
United States Postal Service
30 Karner Road
Albany 12288-9992

Dear Ms. Tremblay:

Closing the Smyrna Post office would pose an undue hardship on the citizens of Smyrna. Smyrna is one of the very oldest of New York towns and it has always had a post office, and a postmaster. Much of the social life of the town revolves around the post office, and many people plan their only trip into town on a daily visit to the post office.

If the post office is closed it would have a very adverse impact on the town center. There is an old-fashioned country store in the town center where many people go to shop because it is much closer than either Sherburne or Norwich. This store has all of the staples people need to survive including milk, eggs, cheese, bread, meat, etc. If this store closes, people will be forced to spend much more than they currently do just in order to survive.

Many people visit the post office in Smyrna. To travel to the Sherburne post office instead would cost more and take more time. The distance is about 4.5 miles, or 9 miles round trip. A round trip would cost each person about \$2.00 at 20 mpg and \$4.00/gallon gasoline. If 50 people visit the post office daily, the total extra daily cost would be \$100, and the total extra annual cost would be more than \$30,000. In terms of time, since the average travel time is about 10 minutes, the roundtrip time lost from a person's daily schedule would be 20 minutes. This is a significant amount of time given that most people are "up against it". As you may know, many people in Smyrna live on less than ten dollars per day.

If the store closes as a result of the post office closing, which it probably would because it is surviving on a razor thin margin of profitability, and it needs the business from the post office, the costs would be tremendously higher for us because people would have to travel to either Norwich or Sherburne to do their grocery shopping as well as their post office business. Thus gasoline costs and time costs would be even higher.

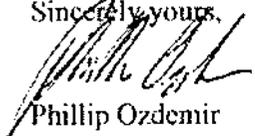
DOCKET NO. 138 1921-13464
ITEM NO. 22
PAGE 411

The post office parking lot in Sherburne is very congested and dangerous. Adding the Smyrna post office traffic to it is not a good idea because this would make it even more congested and dangerous. This knowledge comes from years of bitter experience and you cannot appreciate what I mean unless you have tried to park there. In contrast, parking in Smyrna is always easy, and the convenience of being able to park easily and do your shopping and post office business at once is important.

Also, it will prove to be much more frustrating for postal employees to deliver services to the far flung hills of Smyrna from Sherburne than it is from Smyrna.

The United States Postal Service is a great franchise and instead of trying to shut down one of the best post offices in the state, you should be looking at other ways to make the postal system viable. The example of the Japanese postal system which sells life insurance and performs bank-like functions should be consulted. With modern information technology, the post office could get into the business of providing similar products and much needed micro-credit facilities instead of lugubrious banks. As you know, much of the quantitative easing the federal reserve has been doing has been going into the financial sector and not into the real world economy which puts its ultimate success in serious question. Using the existing postal system infrastructure together with every citizen's social security number and a corresponding individually-numbered treasury account with direct loans into the real economy would ensure a much more sustainable recovery than closing post offices.

Sincerely yours,


Phillip Ozdemir



09/23/2011

BERNICE O'BRIEN
PO BOX 134
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BLANCHARD FARMS, INC.
PO BOX 52
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RICK COLLINS
PO BOX 42
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BLANCHARD FARMS, INC.
PO BOX 52
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne postmaster for more information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

NIGEL SEDDON
PO BOX 271
SMYRNA, NY 13404

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY 12288-5992



09/23/2011

DAWNNE DEHNE
266 WILLCOX ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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

- 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.
- 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 Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Kamen Rd
Albany, NY, 12288-9392



09/23/2011

HARRY SHORTWAY, JR.
PO BOX 113
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12286-9992



09/23/2011

SMYRNA BAPTIST CHURCH
PO BOX 22
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DAVID G. & BEVERLY C. MEYER
108 SIMONS SPUR ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

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



09/23/2011

RYAN FULLER
2 EAST SCHOOL STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

LARRY L. CRANDALL
PO BOX 44
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ROBERT GRAHAM, HIGHWAY SUPERINTENDENT
428 GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

MARIE WHALEY

816 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DANIEL B. MONROE
853 COUNTY ROAD 21
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

STANLEY PECKHAM
PO BOX 253
SMYRNA, NY 13454

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GRANT CROSS

PO BOX 126
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Kerner Rd
Albany, NY, 12238-9992



09/23/2011

ROBERT L. MATTESON
760 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GRANT CROSS

PO BOX 126
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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

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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.

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HOLDING MAIL

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Sincerely,

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



09/23/2011

SYDNEY COOPER
208 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LAURA CRANE
188 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DON BLANCHARD
PO BOX 3
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CLARENCE & RETA HEAD
29 EAST MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

C. HARTWELL

2322 STATE ROUTE 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LAWRENCE & ERMA BRANAGAN
347 QUAKER HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



00/23/2011

WILLIAM J. LABRIOLA
228 JOHN GRAHAM ROAD
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

KARI KIMBALL
968 BOOS LAW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PETER & LINDA MAYNARD
278 WILLCOX ROAD
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
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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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

TIM RABBITT & FAMILY
1483 STATE ROUTE 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

VIRGINIA INGERTO
1479 BEAVER MEADOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

THOMAS O.
514 GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9892



09/23/2011

BILL RICKARD
283 SMITH ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-0992



09/23/2011

TERRY R. CRANDALL
1644 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-6992



09/23/2011

ANONYMOUS

NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

445



09/23/2011

JOHN GROSSO
267 JOHN GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9092

446



09/23/2011

MARILYN BLANCHARD
1155 BLIVEN COYE HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Shorburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12286-9692



09/23/2011

TAMMY BOISE
496 GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

MARTIN L. SAYLES
496A GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- 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 Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CRAIG A. CARPENTER
16 E MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DOROTHY A. HARPER
205 DUNHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12286-9992



09/23/2011

PATTI DAVIS
212 L HUNSICKER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MICHAEL ROSEN
PO BOX 71
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS I
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RACHEL BAKER
18 WEST MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RANDY & LISA MULLIN

175 SHERBURNE FOUR CORNERS RD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

STANLEY KROHN
152 HOWARD HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12208-9992



00/23/2011

PETER MAYNARD
278 WILLCOX ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

KATHLEEN SWEENEY

306 DAVIS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

EDSON T. LAWRENCE
118 FOSTER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LILLIAN H.
871 COUNTY ROUTE 20
SMYRNA, NY 13464

Dear Postal Service Customer:

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DAVID & GINA GRAHAM
121 HOWARD HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- 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.
- 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 Sherburne postmaster for more information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

D.S. SHALEY

482 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS II

NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MELVIN BEECHING
PO BOX 13
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SANDRA RINK
112 FOSTER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 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 Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

TERESA SEGER
562 GRAY ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SMYRNA PUBLIC LIBRARY

PO BOX 202
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

TERRY & KATHY POLLAY
758 BEAVER MEADOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS III

NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-0992



09/23/2011

CANDACE & ROBERT MARSTON
PO BOX 53
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CASEY STACKHOUSE
862 NEW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

VIOLA B. HOWE
PO BOX 72
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne postmaster for more information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JOSEPH & SHARON BEAUDOIN
PO BOX 122
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CHARLES EDMONDS
2 MAPLE AVENUE
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

776



09/23/2011

TERRY L. BNETT
PO BOX 16
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

477



09/23/2011

BOYD VANDA MORS
178 CURNCROSS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DORIS I. HODGE
26 WEST MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS IV
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

HARRY YOUNG
171 COUNTY ROAD 14
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GARY GRAHAM
834 COUNTY ROUTE 21
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DERRALEE FOSTER
149 FOSTER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MARY ANN DODGE
636 COUNTY ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PHILIP NELSON
129 QUAKER HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 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 Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Shorburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

STEPHEN CAMPBELL
150 HOWARD HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

KRISTY COMBES
889 BEAVER MEADOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SHELLEY WICKHAM

582 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

HOWARD FOGEL & SUSAN KASSEL
393 BOOS LAW FORD ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PHILLIP OZDEMIR

476 HOPKINS CRANDALL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DONALD & BRENDA JONES
1301 BLIVEN COYE HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

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



09/23/2011

WAYNE CAMPBELL
388 COUNTY ROUTE 20
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DAVE & JUDY MARVIA
PO BOX 85
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BRUCE & KATHIE WEBSTER
439 SHERBURNE FOUR CORNS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

EDWARD & SHIRLEY AMLOTT
263 CURNCROSS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS V
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JOHN CRISBACHER
281 DUNHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12286-9992



09/23/2011

JOSEPH PANZO
458 GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

VIRGINIA MOWERS & JIM COFFIN
382 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SHERRY & JAMES BROOKS
114 LAWRENCE HUNSICKER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

VICTOR & BONNIE SHADL
160 BROOKINS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

501



09/23/2011

MR. & MRS. LARRY HALL, SR.
504 SHERBURN FOUR CORNERS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS VI
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RICHARD & ELIZABETH LAW, MELINDA BECK
262 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

TINA WRIGHT
119 JONES-PECK ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LOUIS R. MARANGO
166 BROOKINS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JAMES & DEBRA WHITE
554 HOPKINS GRANDALL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DONALD & MELISSA FAIRBANKS
630 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PAMELA DONNELLY

4 SOUTH STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS VII
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne Post Office and from the carrier. Special assistance will be provided as needed

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GERALD & PEGGY FLEMING

237 STOWELL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12286-9992

51



09/23/2011

CINDY & JASON MAYNARD
218 DUNHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

512



09/23/2011

ANONYMOUS VIII
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

513



09/23/2011

ANONYMOUS IX
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SARAH WATERS
616 REIT ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LARRY G. & ALICE W. FRANKS
PO BOX 17
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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 Kamer Rd
Albany, NY, 12288-9992



09/23/2011

JOYCE FUELLER
PO BOX 25
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MARY ALICE WHITNEY

543 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MARVIN TEFFT
662 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MOLLY KHOURY
PO BOX 5
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

REED GRAPHICS, LLC
PO BOX 21
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GLOYD L. FOX
PO BOX 138
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS X
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DOUGLAS DUDGEON
PO BOX 101
SMYRNA, NY 13454

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 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 Sherburne postmaster.
- 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 Sherburne postmaster for more information.
- Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BERNICE WHALEY

474 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

525



09/25/2011

MARCELLA A. MORRISON

106 HISBY ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GERRARD BURRS
103 QUAKER HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SHARON & DONALD BOISE

554 COUNTY ROUTE 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12268-9992



08/23/2011

CHARLES M. SHEDD
487 GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

WILLIAM & PAMELA LAKE
514 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.

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Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MR. & MRS. WILLIAM EGGLESTON
153 BROOKINS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ALAN & DEBRA SCHOOK
1019 BOOS LAW FORD ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CINDY GARDINER
170 GLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

HOWARD L. HERMFORTH
1568 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

534



09/23/2011

NICHOLAS FEDERICI
253 FOSTER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CHERYL & JUSTIN SAYLES

671 STATE ROUTE 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BRENT LIVINGSTON
PO BOX 125
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BRADLEY LUND
881 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MIKE VAUGHAN, BAILLIE LUMBER CO.

PO BOX 24
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PATRICK K. MATTESON
104 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GARY W. SCHIEFFER
299 SHERBURNE FOUR CORNERS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Kaerner Rd
Albany, NY, 12288-0992



09/23/2011

NOLEN & DIXIE L. MOVE
611 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

542



09/23/2011

SALLY STACKHOUSE

226 STOWELL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MILDRED TREDWAY

107 CAMPBELL LANE
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

544



09/23/2011

DEBORAH THORPE

PO BOX 163
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne postmaster for more information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LORRAINE & DAVID GIROUX
PO BOX 59
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

546



08/23/2011

JILL WHITE

582 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MARGUERITE WHALEY
601 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne postmaster for more information.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

GENE L. & GAIL K. NELSON

631 COUNTY ROAD 20
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

549



09/23/2011

DEANNA WILBUR
PO BOX 93
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DOREEN MALTZAN
PO BOX 112
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MELISSA & VERN HARVEY

PO BOX 127
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12208-9992



09/23/2011

GORDON J. MAYNARD
171 WILLCOX ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

LONNIE FEEGINS
194 CURNCROSS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 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 Sherburne postmaster.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DONALD L. BAKER
144 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CARL & LINDA CONLEY
996 BLIVEN COYE HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MS, SHIRLEY A. NILES
674 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RUBY C. BASSETT
27 E. MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SCOTT TREDWAY
405 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ALAN TILLEY
1407 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JEFFREY J. BICKERTON
668 COUNY ROUTE 21
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

HARTLEY FULLER
PO BOX 36
SMYRNA, NY 13464

Dear Postal Service Customer:

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12258-9992



09/23/2011

ROBIN SHOWENS
2 EAST SCHOOL STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

NICOLE HANCOCK
795 BOOS LAW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ERNIE SELLRAFT, S&S FEEDS, LLC
PO BOX 12
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

REBECCA GRAHAM
659 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12283-9992



09/23/2011

DEANNA LAIRBANKS
632 COUNTY ROUTE 20
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4035.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Kerner Rd
Albany, NY. 12288-8992



09/23/2011

REBECCA GRAHAM
659 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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 Kamer Rd
Albany, NY, 12288-9992



09/23/2011

ANY GRAHAM
883 COUNTY ROAD 21
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CLARE ARMSTRONG-SEWARD
427 BOOS LAW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ALBERT MONROE
127 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JOSEPH DAY
1893 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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

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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.

- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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



09/23/2011

HELEN K. BONHOTAL
227 FOSTER ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Sherburne Post Office and from the carrier. Special assistance will be provided as needed.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS XI
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

MR. & MRS. DOUGLAS BOOS
1589 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SHARON C. CRAIN
PO BOX 91
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

576



09/23/2011

MARILYN E. FULLER
PO BOX 84
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- 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 Sherburne postmaster for more information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS XII
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



08/23/2011

DONNE M. SMITH
198 JOHN GRAHAM ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

579



09/23/2011

SCOTT J. KOWALSKI
162 FLAT IRON ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

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

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

FREDERICK & KATHERINE EGGERS
422 SHERBURNE FOUR CORNERS ROAD
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RANDY W. FAIRBAIRN
165 CURNCROSS ROAD
SMYRNA, NY 13464

Dear Postal Service Customer,

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

- Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ROBERT W. & ELAA W. MUNCH
PO BOX 4
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BOB & CONNIE WRIGHT

PO BOX 201
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CARL SHEPHARDSON
511 COUNTY ROAD 20
SMYRNA, NY 13464

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CAROLINE A. THOMPSON
1120 BEAVER MEADOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

BEVERLY ROGERS
312 HOPKINS-CRANDALL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JAMES & MARY RUSSETT, JR.
PO BOX 99
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ELIZABETH HARRISOU

PO BOX 567
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna Post Office at a later date. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4035.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

TED LORD
PO BOX 151
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

RAYMOND DEMELLO
1463 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

SCOTT CLIPPINGER, CLIPPINGER LAW OFFICES
PO BOX 272
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

HARLAND & STACIE VANDRUFF
PO BOX 142
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

NORBERT PFEIFFER
553 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

NANCY FUNK
161 WILLCOX ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DR. FRANCIS M. BIANCHI
225 QUAKER HILL RD
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JOE GODWARD
182 QUAKER HILL RD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ED WALKER
323 DUNHAM RD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANONYMOUS XIII

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANDREA B MONWREKER
132 HUNSICKER-LAWRENCE RD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

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



09/23/2011

LEE R. SCHWARTING
855 COUNTY RD 20, PO BOX 102
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

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



09/23/2011

B. SCHWARTING
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PENNY AND WAYNE EGGLESTON

PO BOX 143
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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.
- The Postal Service will consider centralized delivery as an additional alternate access.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

CHERYL FLEMING
1416 STATE HIGHWAY 80
SMYRNA, NY 13484

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

DAVID AND CAROLYN RALMY
PO BOX 133
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Kerner Rd
Albany, NY, 12268-9992



09/23/2011

CYNTHIA C. KOMATZ

PO BOX 14
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

606



09/23/2011

THOMAS AND LINDA WOODS
PO BOX 136
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 6.0 miles away.
- 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 Sherburne postmaster.
- 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 Sherburne postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
- The Postal Service will consider centralized delivery as an additional alternate access.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

JAMES B. BAYS, TOWN SUPERVISOR
1108 BLIVEN COYE HILL RD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- 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.
- Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

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



09/23/2011

PHILLIP OZDEMIR
476 HOPKINS-CRANDALL RD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
- 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 Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY. 12238-9992

609



09/23/2011

PHILLIP OZDEMIR
476 HOPKINS-CRANDALL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Smyrna 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 site study revealed that there is ample parking in a parking lot at Sherburne Post office with a designated entrance and exit verses on street parking at Smyrna.
- Your suggestions have been duly noted and added to the official record.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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

610



09/23/2011

SANDRA RINK
112 FOSTER ROAD
SMYRNA, NY 13484

Dear Postal Service Customer:

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

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

PHILIP NELSON

129 QUAKER HILL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

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



09/23/2011

PHILLIP OZDEMIR
476 HOPKINS CRANDALL ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

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



09/23/2011

ANDREA B. MONWREKER (CANT MAKE OUT SPELLING)
132 HUNTSICKER-LAWRENCE RD
SMYRNA, NY 13484

Dear Postal Service Customer:

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

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

MICHELLE KRUL
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12208-9992



09/23/2011

JAMES B. BAYS, TOWN SUPERVISOR
1108 BLIVEN COYE HILL RD
SMYRNA, NY 13464

Dear Postal Service Customer:

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

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Smyrna Post Office should be pursued, a formal proposal will be posted in the Sherburne Post Office and Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

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 SMYRNA Post Office on 05/09/2011. Additionally, during the survey period, questionnaires were available at the SMYRNA Post Office to walk-in retail customers.

1.	Number of Questionnaires	
	Total Questionnaires distributed	<u>461</u>
	Favorable to proposal	<u>8</u>
	Unfavorable to proposal	<u>65</u>
	Expressing no opinion	<u>121</u>
	Total questionnaires received	<u>194</u>

Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion):**
Customer expressed a concern about parking at Sherburne.
Response:
A site study revealed that there is ample parking in a parking lot at Sherburne Post office with a designated entrance and exit veises on street parking at Sherburne.
2. **Concern (No Opinion):**
Customer inquired about a locked centralized delivery unit in town.
Response:
The Postal Service will consider centralized delivery as an additional alternate access.
3. **Concern (No Opinion):**
Customer suggested the following cost saving ideas for the Postal Service. Look at other ways to make the Postal system viable i.e. Japanese postal system which sells life insurance and performs bank-like functions should be consulted. With modern information technology, the post office could get into the business of providing similar products and much needed micro-credit facilities instead of lugubrious banks. Using the existing postal system infrastructure together with every citizen's social security number and a corresponding individually-numbered treasury account with direct loans into the real economy would ensure a much more sustainable recovery than closing post offices.
Response:
Your suggestions have been duly noted and added to the official record.
4. **Concern (No Opinion):**
Customers asked why their post office was being discontinued while others were retained.
Response:
Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5. **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.
6. **Concern (No Opinion):**
Customers expressed concern about having to erect a rural mailbox.
Response:
Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 6.0 miles away.
7. **Concern (No Opinion):**
Customers expressed concern for those customers with disabilities who are not able to go to Sherburne 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 residence that is 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 Sherburne postmaster.
8. **Concern (No Opinion):**
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 (No Opinion):**

Response

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

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

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

Response:

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

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

Customers inquired about mailbox installation and maintenance.

Response:

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

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

Customers questioned the economic savings of the proposed discontinuance.

Response:

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

13. **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.

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

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

Response:

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

15. **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.

16. **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 3027-R, Stamp Purchase Order (Retail), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage and order form envelope, enclosed 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, and CDD 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.

17. Concern (No Opinion):

Customers were concerned about senior citizens

Response:

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

18. Concern (No Opinion):

No Concern

Response:

19. Concern (No Opinion):

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.

20. Concern (Unfavorable):

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.

21. Concern (Unfavorable):

Customers were concerned about the mailboxes being damaged by snowplows

Response:

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

22. Concern (Unfavorable):

You were concerned about having to travel to another post office for service

Response:

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

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (No Opinion):

Customer expressed a concern about old-fashioned country store in town near Post Office.

Response:

Customer contact was made on 06/25/2011 to get more information about store for possible consideration as a Village Post Office.

2. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.

3. Concern (No Opinion):

Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. Concern (No Opinion):

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

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

5. Concern (No Opinion):

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.

6. Concern (No Opinion):

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 other businesses, churches and residences in town.

Community Meeting Roster

Postal Service Representative (Names and Titles):

 Brian shepardson

 David Moore

DOCKET NO. 1381921-13464 Date: 05/19/2011
 ITEM NO. 24 Time 5:30 pm
 PAGE 1

Total Number of Customers Present: 14
 Post 16 total

Smyrna Methodist Church, 3 E Main St.
 Place: Smyrna NY 13464

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
Erica Schrader	914 West Main St.	13464	627-6496
Ray Miller III	943 ST Hwy 80	13464	627-6422
TERRY L. BENNETT	P.O. Box 16	13464	627-6230
Nancy Handlin	2000 St. Hwy 90	13464	627-6517
Harry Skeritz	2000 State Hwy 80	13464	627-6512
	1712 Hwy 90	13464	627-6613
	5772 Hwy 90	13464	627-6750
Joe Hoffman	833 New Rd	13464	627-6469
Harold Stouffer	P.O. Box 150	13464	627-6972
Danny Fleming		13464	
Christy Gramsci		13464	
John Yankovic	2302 State Hwy 80	13464	627-4246
Paul Yankovic	2302 State Hwy 80	13464	627-4246
Dennis Yankovic	144 FLAT IRON RD	13464	627-6570

Community Meeting Roster

Postal Service Representative (Names and Titles):

Brian shepardson
 David Moore

DOCKET NO. 1381921-13464
 ITEM NO. 24
 PAGE 2

Date 05/19/2011
 Time 5:30 pm

Total Number of Customers Present: 15

Place: Smyrna Methodist Church, 3 E Main St. Smyrna NY 13464

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
<i>[Signature]</i>	1087 Beaver Creek Rd	13464	627-6753
Charles Edwards	P.O. Box 97	13464	627-6858
Village of Smyrna	P.O. Box 25	13464	627-6202
Larry J. Crandall	Po box 44	13464	627-6544
Mary E. Fox	P.O. Box 138	13464	627-6686
Stanley Peckham	PO Box 153	13464	627-6348
George Ashton	195 Stoney Ln	13464	627-6751
Dean White	" "	13464	627-6751
Margaret Green	Box 54	13464	627-6500
Janice Cray	108 Beaver Creek Hill Rd.	13646	627-6627
Paul G. Lamb	228 John G. Lamb Rd	13464	627-6305
Scott Whiting	11437D	13464	627-6411
Elizabeth	623 Dunham Rd	13464	627-6761
Mr. Walker	222 Dunham Rd	13464	627-6761
Janet Whiting	P.O. Box 135	13464	627-6811

Community Meeting Roster

Postal Service Representative (Names and Titles): Brian shepardson DOCKET NO. 1381921-13464 Date: 05/19/2011
David Moore ITEM NO. 24 Time 5:30 pm
 PAGE 3

Total Number of Customers Present: 15 Place: Smyrna Methodist Church, 3 E Main St, Smyrna NY 13464
 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
Mary E. Kuntz	P.O. Box 77 Smyrna NY	13464	627-6889
DAVID V. RAINEY	P.O. Box 123 "	"	627-6206
Laurie Pelinter	444 St Hwy 80		627-9608
Jim RABBITT	1433 57 Ave St		627-9448
Linda Ward	253 Grafton Rd	13464	627-6691
Thomas Woods	" " "	"	627-6691
BARBARA SCHWARTING	P.O. Box 102	13464	627-6864
Christian Walker	323 Vinton Ave	13464	627-6761
Joseph A. Altav	195 Stowel	13464	627-6751
George Gallzardom	P.O. Box 556	13460	674-2552
Francis M Bianchi	225 Quaker Hill Road	13464	627-6655
Bonnie S Brandt	225 Quaker Hill Road	13464	627-6655
JOE CORWARD	182 RICHKER HILL RD	13464	627-6736
PAUL P. ORDENIE	476 FLORENCE CRAWFORD	13464	336-6523
Chris Eubank	P.O. Box 111	13464	316-3167

Community Meeting Roster

Postal Service Representative (Names and Titles): Brian shepardson
David Moore

DOCKET NO. 1381921-13464 Date: 05/19/2011
 ITEM NO. 24 Time 5:30 pm
 PAGE 4

Total Number of Customers Present: 15 Place: Smyrna Methodist Church, 3 E Main St, Smyrna NY 13464
 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
<i>Anthony T. Miller</i>	<i>P.O. 36</i>	<i>13464</i>	<i>607-627-6202</i>
<i>Dorrie O'Brien</i>	<i>PO Box 134</i>	<i>13464</i>	<i>6076276682</i>
<i>Ann E. Holt</i>	<i>PO Box 143</i>	<i>13464</i>	<i>607-627-6223</i>
<i>Ann K. Carpenter</i>	<i>P.O. Box 56</i>	<i>13464</i>	<i>607-627-6793</i>
<i>Cynthia Krumholz</i>	<i>P.O. Box 14</i>	<i>13464</i>	<i>607-627-6648</i>
<i>Sydney & Sally Cooper</i>	<i>208 Flatiron Rd</i>	<i>13464</i>	<i>607-627-6745</i>
<i>Linda Cole</i>	<i>PO Box 103</i>	<i>13464</i>	<i>607-627-6674</i>
<i>James R. Junk</i>	<i>16 Willeck Rd.</i>	<i>13464</i>	<i>607-627-6631</i>
<i>Darla Williams</i>	<i>171 W. McCoy Rd</i>	<i>13464</i>	<i>607-627-6240</i>
<i>King D. P. Miller</i>	<i>1465 St. Hwy 8</i>	<i>13464</i>	<i>607-627-6839</i>
<i>James W. Burnett Jr.</i>	<i>P.O. Box 79 Smyrna N.Y.</i>	<i>13464</i>	<i>607-627-6889</i>
<i>Thomas Bird</i>	<i>346 Beaver Meadow Road</i>	<i>13464</i>	<i>607-627-9696</i>
<i>Sapphire Gause</i>		<i>13464</i>	
<i>Tom Slawsky</i>	<i>530 Green Rd</i>	<i>13464</i>	<i>(813) 362-6878</i>
<i>Cynthia R. Reilly</i>	<i>PO Box 133</i>	<i>13464</i>	<i>607-627-6206</i>

Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 05/19/2011

Brian shepardson

 David Moore

DOCKET NO. 1381921-13464 Time 5:30 pm
 ITEM NO. 24
 PAGE 5

Total Number of Customers Present: 17

Smyrna Methodist Church, 3 E Main St.
 Place: Smyrna NY 13464

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
James Wright	PO Box 201	13464	627-6826
Jakey Collins	PO Box 68	13464	—
Sue Cross	PO Box 126	13464	627-6218
Grant Cross	PO Box 126	13464	627-6218
LEE SCHWARTING	BSS Co Rd #2	13464	627 6239
Harland VanDruff	PO 142	13464	607 2448085
Stacie VanDruff	PO 142	13464	607 244 8085
WAYNE C SIMMONS	62 Boos HWY	13464	607 627 6850
Donna Merlingie	PO Box 32	13464	607 627 6602
JOHN F. HENRIE			
Charlene Thomas	1117 B. Rd 21	13464	607-627-6733
Shirley Miller	Smyrna		
Alex Pombor	227 Forest St Smyrna	13464	607-627-6524
Tina Mankaran	13a Lawrence Hensel Rd	13464	607-627-6874
Juliana Mankaran	130 Hensel Rd	13464	607-627-6874
Loyola Fuller	P.O. Box 36	13464	607-627-6202
Village 7 Smyrna	P.O. Box 25		

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 felt the cost of postage was increasing while service was decreasing
Response:
The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006
2. **Concern (No Opinion):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
3. **Concern (No Opinion):**
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
Response:
Carrier service can be and in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses
4. **Concern (No Opinion):**
You were concerned about having to travel to another post office for service
Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
5. **Concern (No Opinion):**
Customers expressed concern about having to erect a rural mailbox
Response:
Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 6.0 miles away
6. **Concern (No Opinion):**
Customers expressed a concern about leaving money in the mailbox
Response:
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has been 5 instances reported of mail theft or vandalism in the area. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
7. **Concern (No Opinion):**
Customers were concerned about obtaining accountable mail and large parcels
Response:
If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party
8. **Concern (No Opinion):**
Residents have been bringing their newspapers to the Smyrna PO for recycling which brings in revenue for the PO. Now you are telling us that you are looking at closing the PO down and moving us into Sherburne.
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.

Nonpostal Concerns

1. **Concern (No Opinion):**
Customers felt the loss of a post office would have a detrimental effect on the business community
Response:
Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
2. **Concern (No Opinion):**
There is no high speed internet or Cell service in this community
Response:
Concern duly noted in the official record.
3. **Concern (No Opinion):**
Customers were concerned about growth in the community
Response:
The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
4. **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 Sherburne postmaster for more information.
5. **Concern (No Opinion):**
Customers expressed concern for loss of community identity
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
6. **Concern (No Opinion):**
Customer expressed a concern about the loss of the community bulletin board at the PostOffice.
Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
7. **Concern (UnFavorable):**
Concerned that the Postal Service was shifting the financial burden and expense to the rural community.
Response:
The Postal Service is looking to provide regular and effective service through alternate access
8. **Concern (UnFavorable):**
Customers felt the loss of a post office would have a detrimental effect on the business community.
Response:
Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued



May 25, 2011

RE: Smyrna 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

Judi S. Clippinger

DOCKET NO. 138192-13464
ITEM NO. 27
PAGE 1

1 Main Street West
Post Office Box 135
Smyrna, New York 13464
607/627-6811
judi@cliplaw.com

June 6, 2011

Nadine Tremblay
Post Office Review Coordinator
Albany District, USPS
30 Karner Road
Albany NY 12288-9992

re: Smyrna Post Office

Dear Ms. Tremblay:

On behalf of the Ad-Hoc Committee to Save the Smyrna Post Office, I am enclosing:

24 pages of Petition addressed to you, containing over three hundred signatures

Copies of the lists of 75 people who attended the 5/19/11 meeting your office organized

Copies of 4 newspaper articles on the subject

Copy of the Village Mayor's letter to Congressman Richard Hanna; similar letters were sent to Sen. Gillibrand, Sen. Schumer, and Gov. Cuomo, and copies were sent to the 4 newspapers which serve the area

I stated at the meeting that I have calculated at the current government rate of \$.51 a mile, it will cost annually almost \$1600 for anyone who wishes to maintain his or her current mailbox address to do the 10 mile round-trip to the Sherburne Post Office every day on which mail is delivered. There are three major problems with the "free" alternative of delivery to a mailbox:

- A. Security, especially on week-ends
- B. Changing one's address and identity to Sherburne, especially for a business which would have to list both on letterheads
- C. Mailboxes along Route 80 (Main Street) will interfere with parking for

DOCKET NO.

ITEM NO.

PAGE

1381421-13464

37 community events such as the summer Monday night band concerts (Smyrna
2 Town Band is the oldest continuously-playing of its kind in NYS) and our
famous chicken BBQ's -- attendees park a quarter mile in each direction from
the center of the village for both types of events

We understand that Brian Sherpardson is no longer with the USPS, which may explain the lack of information provided at the May 19 meeting. Or perhaps after hearing how few people in the greater Smyrna area can go on-line or even have computers, and how many are truly low income, he decided it was wiser NOT to tell the audience that being on-line is apparently necessary to obtain the wonderful services we were promised from rural carriers if our post office is closed. I had to learn how it is done the next day, by buttonholing postal employees.

How poor is Smyrna? When I was Mayor in the 1990's, we received no-interest loans from FmHA to install a sewer system and complete our water system. One-third of the of the households in the Village qualified to have their sewer hook-ups paid for by the HUD housing-improvement program. At that time, the Smyrna School was converted into eleven affordable apartments, adding to the number of low income families in the community. One woman who volunteers at the Smyrna Methodist Church's food pantry and Christmas program spoke eloquently at the May 19th meeting about the sixty-plus percentage of students in our local school district who qualify for free and reduced-priced lunches, another measure of the poverty in our area.

We have fought hard to keep this community affordable for people with low incomes, who frequently have no or unreliable transportation to Sherburne and other surrounding communities. As several pointed out at the May 19 meeting, closing the Post Office will shift the financial burden to the people who can least afford it. That is antithetical to the word "Service" in your name, and to the promise of the **Postal Reorganization Act of 1970** to *provide a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining.*

It will be a domino effect in Smyrna if you close the Post Office -- people who do go to Sherburne for their mail will shop there, and our general store will suffer and close. Without the store, the Fire Department and the Library will lose important donors, and again, those who can travel to Sherburne for mail may start using the larger Sherburne Library, perhaps dooming the Smyrna Library, which will no longer be here to serve those who cannot afford to travel. Several of us with small businesses in this town expressed that we would use other delivery services, without the convenience of our Post Office.

I am asking you to help us save our post office, because that will be saving our community.

Sincerely,


Judi S. Clippinget

DOCKET NO. 1381971-13464
ITEM NO. 27
PAGE 3

cc: Gov. Andrew Cuomo
Congressman Richard Hanna
Sen. Charles Schumer
Sen. Kirsten Gillibrand
USPS District Manager Edward Phelan
USPS NE Area VP

JSC:it

RE: Smyrna NY
Docket# 1381921-13464
Item 27
Page 14

June 15, 2011

Memo to the record. On 06/08/11, a petition containing 312 signatures was received from Judi S. Clippinger, 1 Main street West PO Box 135, Smyrna NY 13464, 607-726-6811. Along with the petition there were several news articles and a copy of the USPS Community Meeting Roster.

On 06/17/11, A response of acknowledgement on the receipt of the above package was mailed.

Jane Wolfgang

Jane Wolfgang
A/Post Office Optimization Coordinator

SMYRNA NEW YORK

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

3rd Signatures

①

DOCKET NO. 1381921-13464
 ITEM NO. 27
 PAGE 5

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

We have many concerns, among them the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. **WE DO NOT BELIEVE YOUR PROPOSALS MEET THESE CRITERIA.**

Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/19/11	Sue Ellen Dwyer	Smyrna, NY
5/19/11	Tom Mastromarino	Smyrna NY
5/19/11	Alison B. Malinowski	Smyrna, NY 13464
5/19/11	Thomas Bird	Smyrna, NY 13464
5/19/11	Bonnie Obrien	PO Box 134 Smyrna 13464
5/19/11	Hubert Steve VanDuff	PO BOX 142 Smyrna, NY 13464
5-19-11	Dora Collins	PO BOX 68 Smyrna NY 13464
5-19-11	ynthia Krametz	PO Box 14 Smyrna NY 13464
5-19-11	Jana B. Berg	1108 BLIVED CAFE Hill RD. SMYRNA NY 13464
5-19-11	Manoff, Jenke	161 Willow Road, Smyrna, NY 13464
5/19/11	Thomas Simons Jr	530 ... Road 13464
5/19/11	Marjorie ...	1005 St ... Rd 203 13464
5/19/11	Joyce ...	Bx 30, 35 Main St Smyrna NY 13464
5/19/11	Shirley ...	PO Box 76 ZERKIND Smyrna NY 13464
5/19/11	Donna ...	674 ... Rd 1 Smyrna NY 13464
5/19/11	Charlotte ...	674 Co Rd 21 Smyrna, NY 13464

SMYRNA NEW YORK

(2)

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 138192-13464
 ITEM NO. 27
 PAGE 6

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

We have many concerns, among them the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. **WE DO NOT BELIEVE YOUR PROPOSALS MEET THESE CRITERIA.**

Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/19/11	Jorge S. Gioppino	PO Box 15 Smyrna
5/19/11	[Signature]	476 Hopkins Road
5-19-11	Terry Bennett	PO Box 16 SMYRNA
5-19-11	Charles Edwards	PO Box 97 Smyrna
5-19-11	[Signature]	712 GODWARD 182 KARNER RD NY, SMYRNA 13464
5/19/11	[Signature]	191 Wilkes Rd. Smyrna, NY 13464
5/19/11	Regina DeMillo	1403 St Hwy 20, SMYRNA
5/19/11	[Signature]	275 Gable Hill Rd, Smyrna
5/19/11	Donna S. Bianchi	225 Linden Hill Rd. Smyrna N.Y.
5/19/11	[Signature]	PO Box 143 12 East Main St Smyrna NY 13464
5/19/11	Mary E Fry	PO-136 24 East Main St Smyrna NY 13464
5/19/11	Stanley Beckman	PO Box 123 Smyrna, NY
5/19/11	James W. [Signature]	P.O. Box 99 Smyrna NY 13464
5/19/11	[Signature]	144 East Main St, Smyrna 13464
5/19/11	[Signature]	PO Box 135 SMYRNA NY 13464
	[Signature]	PO Box 135 Smyrna NY 13464

SMYRNA NEW YORK

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Nadine Tremblay
Post Office Review Coordinator
Albany District, United State Postal Service
30 Karner Road
Albany NY 12238-9992

DOCKET NO. 1381921-13464
ITEM NO. 27
PAGE 7

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

We have many concerns, among them the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. **WE DO NOT BELIEVE YOUR PROPOSALS MEET THESE CRITERIA.**

Sincerely,
Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/19/11	Donald Carpenter	Box 516 Smyrna NY
5/19/11	Allen R. Bonhote	227 Hutton Rd Smyrna NY 13464
5/19/11	Michael H. Mann	1600 N. Syracuse NY 13464
5/19/11	John A. ...	Smyrna NY 13464
5/19/11	George ...	P.O. Box 556, ... NY 13464
5/19/11	...	P.O. Box 136 Smyrna NY 13464
5/19/11	...	P.O. Box 136
5/19/11	Dafny Egan	208 Fenton Rd Smyrna NY 13464
5/19/2011	Sally Coopers	203 Fenton Rd. Smyrna NY 13464
5-19-11	John ...	18 East ... St.
5/19/11	Vicki Lamoreaux	2302 St Hwy 80, Smyrna NY 13464
5/19/11	Richard Lamoreaux	2302 St. Hwy 80

SMYRNA NEW YORK

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-1364
 ITEM NO. 27
 PAGE 9

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/20/11	Robert E. Matteson	760 County Rt 20 Smyrna NY
5-20-11	Derry M. Brown	782 Cty Rd 20 Smyrna NY
5/20/11	Erica Diamond	880 Cty Rd 20 Smyrna NY
5/20/11	Quel #. Hume	380 Cty Rd 20 Smyrna NY
5/20/11	Robert J. (Candy)	4 South St Smyrna NY
5/20/11	M. Kayla Donnelly	Ct. Rt 20 Smyrna NY
5/20/11	Frank Donnelly	4 South St Smyrna NY
5/20/11	John J. [unclear]	4 South St Smyrna NY
5-20-11	John R. [unclear]	4 South St, Smyrna NY
5-20-11	Joseph [unclear]	9 E Main St Smyrna NY
5-20-11	Charleen Carpenter	8 E Main St Smyrna NY
5-20-11	Ang J. Abbott	6 E Main St Smyrna NY
5-20-11	Barbara Wood	14 E Main St
5-20-11	Richard Wood	14 E Main St
5/20/11	Catherine M. Fuller	5 E Main St, Smyrna

SMYRNA NEW YORK

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

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DOCKET NO. 1381921-13464
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 PAGE 10

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5-19-11	Cheryl Fleming	1416 State HWY 80
5-19-11	Cheryl Fleming, Audrey C Bennett	1416 State Highway 80
5/20/11	Audrey C Bennett	PO Box 112, Smyrna, NY 13464
5-20-11	Arthur L Fleming	194 Stowell Rd Smyrna NY 13464
5/20/11	Larry J Franke	PO Box 17 Smyrna, NY 13464
5-20-11	Regina Cole	135 Buel Rd Smyrna, NY 13464
5/20/11	Heart Cross	PO Box 126 Smyrna, NY 13464
5-20-11	Scott B Brown	BOX 782 SMYRNA NY 13464
5/20/2011	Brenda Lyland	881 Co Rd 20 Smyrna, NY 13464
5/20/2011	Jesse French	572 Campbell Smyrna NY 13332
5/20	Dee Juman	
5/20/2011	Rick Collins	PO Box 41 Smyrna 13464
5-20-2011	Harold Brown	5417 Lebowitz Rd Earlville NY 13332

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13464
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 PAGE 11

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/19/11	Steve Cross	P.O. Box 126, Smyrna NY 13464
5/19/11	Robert F. Smith	P.O. Box 111, Smyrna NY 13464
5-25-11	David C. Greene	905 River Pl. Hamilton NY 13346
5/25/11	Jan Szlachetka	587 Co Rd 20 Smyrna NY 13464
5/25/11	Donna Martino	PO Box 88 7 W. School St. Smyrna NY 13464
5/25/11	Candy Harvey	1545 RT 20 Smyrna NY 13464
5/25/11	Robert B. [unclear]	750 CH 1100 SMYRNA NY 13464
5/25/11	[unclear]	681 County RD 20 Smyrna NY 13464
5/25/11	Jason Gould	2 West Main St Smyrna
5-25-11	Michael [unclear]	716 Co Rd 20 Smyrna
5/25/11	Thomas H. Wilfs	1 Academy Ave. Smyrna NY 13464
5/26	Kathy Licht	16 East Main St Smyrna 13464
5-27	Stanley [unclear]	PO Box 153 Smyrna 13464

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13464
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 PAGE 12

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5-20-11	Richard T. Tice	2 West Main St Smyrna NY
5/20/11	Danishly Munk	3 W Main SMYRNA NY 13464
5/20/11	Joseph J. Brand	4 W MAIN ST SMYRNA NY
5/20/11	Ann M. Ostrander	19 W Main St Smyrna
5/20/11	Don J. Blanchard	P.O. Box 3 Smyrna NY 13464
5-20-11	Pam Whight	681 County Rd. 20 Smyrna
5-20-11	Terrance L. Powell	P.O. Box 54 Smyrna NY 13464
5-20-11	Timothy L. Bond	P.O. Box 54 Smyrna NY 13464
5-20-11	Jamie M. Lassett	877 Co Rd 20 Smyrna, NY 13464
5-20-11	David J. Brunett	877 Co Rd 20 Smyrna NY 13464
5-21-11	L. G. G. G. G.	P.O. Box 26 1534 Beaver Meadow Rd Smyrna NY 13464
5-21-11	Blanchard Farms, Inc.	P.O. Box 52 Smyrna, NY 13464
5-21-11	Becky Martin	885 County Rd 20 Smyrna NY
5-21-11	Shirley Sweeney	739 County Rd 20 Smyrna NY
5/21/11	Joel Rainey	P.O. Box 133 Smyrna, NY
5/21/11	David Blumstein	9 E Main St Smyrna, NY

SMYRNA NEW YORK

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Kerner Road
 Albany NY 12288-9992

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DOCKET NO. 1381921-13464
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 PAGE 13

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/20	Alan Ingerto	Alan Ingerto 232 Flat Iron Rd. Smyrna NY 13464
5/20	KC Knight	Po Box 69 13464-0069
5/23	Douglas Dodgeon	Po Box 101 Smyrna NY 13464
5/23	Kristie Ingerto	232 Flat Iron Rd. Smyrna, NY 13464
5/23	John H. [unclear]	267 John Graham Rd. Smyrna
5/23	Elyse L. Thayer	Po Box 163 [unclear] Smyrna
5/23	Jennifer Jamaica	974 Beaver Meadow Rd Smyrna
5/23	Malvin Beeching	112 FOSTER RD SMYRNA
5/23	Dora A White	554 Hopkins Crandall Rd. Smyrna, N.Y. 13464
5/23	Kyl R. [unclear]	387 Lawrence Rd. Starburne 13460
	Robert Briggs	106 Bisby Road Smyrna
	Alfred Sargent Jr	141 Reservoir Hill Rd Smyrna NY 13464
	Amy Sargent	1005 Rt. 210 South Otsego, NY 13555
	Candice Marston	Po Box 53 Smyrna NY 13464
	[unclear]	636 Ct Rt 20 Smyrna NY 13464
	[unclear]	Po Box 71 Smyrna N.Y. 13464

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13464
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 PAGE 14

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

- | Date | Signature & Name | Address |
|-----------|-------------------|---|
| 5-20-11 | Marquet O'Gross | 1079 State St. Smyrna NY 13464 |
| 5/20/11 | Vicki & Steve | PO Box 72 |
| 5/20/11 | Thomas on | 514 Elm St. Smyrna NY |
| 5/20/11 | Laura Crane | 188 Flat Iron Rd. 13464 |
| 5/20/11 | Billy Lake | "Smyrna Market" 3 W. Main St. - Smyrna NY 13464 |
| 5/20/11 | Burland & Maryann | 1114 Bear Meadows Rd. Smyrna |
| 5/20/11 | Rose Thompson | 1114 Bear Meadows Rd. Smyrna |
| 5/20/11 | M. Rosen | 137 Deer Field Ln. N. Smyrna NY |
| 5-20-2011 | Tom Heffernan | 185 Stonefield Rd. Smyrna 13205 |
| 5/20/11 | Don & Bev Meyer | 108 Main Spur |
| 5/20/11 | Melissa Fairbanks | 630 County Rd 20 Smyrna |
| 5/20/11 | Sharon Brundage | PO Box 122, Smyrna, NY |
| 5/20/11 | Wendy Beaman | PO Box 74 Smyrna, NY 13464 |
| 5/20/11 | Dale Nelson | 617 County Rd 20 Smyrna NY |
| 5/20/11 | Bob Peters | 1005 Rte T Rd Smyrna NY 13464 |

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13401
 ITEM NO. 27
 PAGE 15

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/21/11	Brandon Poirier	2 E. School St.
5/21/11	Melissa A. Juel	135 Upperville Rd Smyrna -
5-22-11	Wilhelm Oppermann	621 County Rd 21
5-22	Nigel Sedor	1943 St. Hwy 80 Smyrna
5/22	C. Suter	1817 State R 80
5/22	M. Chiuelli	1817 State R 80
5/22	Sharon Nelson	520 Hopkins Randall
5/22	DAVID GIBSON Paul Poirier	PO BX 59 Smyrna
5/22	A. Corbin	12 West main st
5/23	Ted Lul	2 E School St
5/23	Jerry Cole	135 Bisby
5/23	Larry Combs	2 E School St
5/22	Deb Corbin	12 W. Main
5/23	Raymond	
5/23	Raymond	943 ST HWY 80
5/23	Carl Shepardsen	511 County 14 20
5/22	Frank Vanderhiel	144 Fletcher Rd Earlville, NY

SMYRNA NEW YORK

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13764
 ITEM NO. 27
 PAGE 16

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/21/11	<i>[Signature]</i> Gary Fleming	238 Stowell Rd
5/21/11	Martha Stowell	832 New Graham Rd
5-21-11	<i>[Signature]</i> Chris Whitehead	1377 Sta. Hilda
5-21-11	<i>[Signature]</i>	236 Baby St Smyrna NY
5-21-11	<i>[Signature]</i>	31 main St. Smyrna, N.Y.
5/21/11	Eric Hells	146 Simon Spur At Smyrna NY
5/21/11	Erica Schada	Main St Smyrna NY
5/21/11	Antonia C Wright	P.O. Box 201 Smyrna
5/21/11	Ralph Macblair	70 Box 105 Smyrna
5/21/11	Angel Wraley	601 German Hollow Rd Smyrna
5/21/11	<i>[Signature]</i>	Smyrna
5/21/11	Wayne + Barbara Campbell	5870 Cold. Smyrna
5/21/11	Emil Bor	18 West Main St. Smyrna
5/21/11	Robert Wright	70 Box 201 Smyrna
5/21/11	Michelle - Nap	102 Flat Iron R Smyrna

SMYRNA NEW YORK

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13464

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We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/25/11	Dorelynn Campbell	150 Howard Hill Rd Smyrna NY 13464
5/25/11	Melrose Hawley	3 Park Road St Smyrna NY 13464
5/25/11	Joseph J Day	1893 St Hwy 80 Smyrna, NY 13464
5/25/11	Rosemary A Gendron	9575 St Hwy 80 13464
5/25/11	Herbert H Gendron	9575 St Hwy 80 Smyrna 13464
5/25/11	Jonathan L Sand	433 County Rte 20 Smyrna 13464
5/26/11	Jeanne Jones	1216 STATE HWY 80 Smyrna 13464
5/25/11	D. P. M...	19 East Main St Smyrna NY 13464
5/25/11	Mark Hoop	405 State Rte 50 - 2nd down
5/25/11	Montana Goodell	Box 4 Smyrna, NY
5/25/11	Robt W. Munch	Box 4 Smyrna, N.Y.
5/25/11	Mel G. Tetler	1397 rd 5 Plymouth
5/25/11	...	1572 Lake ...
5/25/11	Wagner M. Ingerto	11479 Beaver Meadows Rd Smyrna, NY 13464
5/25/11	Kathy Atkins	Po Box 573 Oxford NY 13830

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Nadine Tremblay
Post Office Review Coordinator
Albany District, United State Postal Service
30 Karner Road
Albany NY 12238-9992

DOCKET NO. 1381921-13464
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PAGE 18

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
Customers of the Smyrna NY Post Office

- | Date | Signature & Name | Address |
|---------|-------------------------|---|
| 5/24/11 | [Signature] | NY 13809 |
| 5/24/11 | Paula Kadlak | 141 Flat Iron Rd, 13464 |
| 5/24/11 | Jacob Lee J. Fort | 146 Foster Rd, Smyrna, NY 13464 |
| 5/24/11 | Cody Schmitt | 1057 Barwell meadow Rd, Smyrna NY 13464 |
| 5/24/11 | O. Suter | 1718 State R 80 Smyrna NY 13464 |
| 5/24/11 | Dennis Tracy | PO Box 127 Smyrna NY 13464 |
| 5/24/11 | Joseph Henry | Postbox 127 Smyrna NY 13464 |
| 5/24/11 | Gene Mear | 810 6th St, Smith 13464 |
| 5/24/11 | Ken Park | 1295 St Hwy 80 Smyrna NY 13464 |
| | JAMES + PAULINE TACKELL | 139 CURNER ROAD Rd. Smyrna 13464 |
| 5/24/11 | Brittany Edwards | 2 Maple Ave Smyrna 13464 |
| 5/24/11 | April St. Thompson | 1825 St Hwy 80 Smyrna NY 13464 |
| 5/24/11 | Ant 9 B | R County Rd 21 |
| 5/24 | [Signature] | CA#21 SMYRNA NY |
| 5/25 | [Signature] | 724 BOOS LAW Smyrna NY |

SMYRNA NEW YORK

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Nadine Trenblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13464
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 PAGE 19

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

<u>Date</u>	<u>Signature & Name</u>	<u>Address</u>
5-26	William Monty	1036 5th St. 80 Smyrna 13464
5-26	Diane E. Hackett	131 Stowell Rd Smyrna 13464
5-26	R. C. Wilson	P.O. 789 Shenandoah NY 13460
5-26	Robert Marston	P.O. 753 Smyrna NY 13464
5-26	William J. Thorne	P.O. Box 163 Smyrna NY 13464 501 Hopkins-Crandall Rd
5-26	Richard Shatney	Smyrna NY
5-26	Harry Shatney Jr	P.O. 115 Smyrna NY
5/26	Clarence Franklin	109 Aldridge Lane Dorwich, NY 13815
5/26	Lisa Schraft	1087 Beaver Meadow Rd. Smyrna, NY 13464

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Nadine Tremblay
Post Office Review Coordinator
Albany District, United State Postal Service
30 Karner Road
Albany NY 12288-9992

DOCKET NO. 1381921-13904

ITEM NO. 27

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We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/30/11	<u>Eric Graham</u>	659 County Rd 20 Smyrna
5/30/11	<u>Nann Wynn</u>	654 County Rd 20 Smyrna
5/30/11	<u>Rebecca Graham</u>	659 County Rd 20 Smyrna
5/30/11	<u>Fred Muller</u>	109 Foster R Smyrna
5/30/11	<u>Laurel Barden</u>	2 E. School St. #5 Smyrna
5/30/11	<u>Ernest Barden</u>	2 E. School St. #5 Smyrna
5/30/11	<u>William P. [unclear]</u>	862 County Rd 20 Smyrna
5/30/11	<u>April Lepp</u>	667 County Rd 20 Smyrna
5/30/11	<u>Joyce Day</u>	222 Co Rd 22 Eastville N.Y. 13332
5/30/11	<u>William Henry</u>	1191 Bates Meadow Rd Smyrna
5/30/11	<u>Charles [unclear]</u>	120 Flatiron Rd Smyrna
5/30/11	<u>Ralph [unclear]</u>	120 Carter Hill Rd Smyrna
5/30/11	<u>Randy Lee Walker Sr</u>	120 Carter Hill rd Smyrna
5/30/11	<u>Sheila [unclear]</u>	120 Carter Hill rd Smyrna
5/30/11	<u>Bonnie Karen Purdie</u>	164 Merrifield Rd. Eastville, N.Y.

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

17

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

We have many concerns, among them: the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. WE DO NOT BELIEVE YOUR PROPOSALS MEET THESE CRITERIA.

DOCKET NO. 1381921-1386Y
 ITEM NO. 27
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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/20/11	Mary Alice Whitney	543 City Rd 200
	Lisa Schraft	1087 Beaver Meadow Rd
	Rosemary Caine	PO Box 45 Smyrna
	David P. Cull	PO Box 45 Smyrna
	Smitha Cull	PO Box 45 Smyrna
	Paul Kellner	112 Birchwood Lane / Smyrna <small>off Higkins Cradall Rd</small>
	Michelle Rynn-Cook	180 FLAT IRON ROAD, SMYRNA
	James White	551 Higkins Cradall Rd
	Matthew D. Thompson	1325 State Hwy 80 Smyrna, NY 13864
	Scott Doby	2 West School St Smyrna
	Jamie Moore	2 West School St Smyrna
	Jerry Cranball	County Rd 20
	Kristine Cranball	County Rd 20
	Margaret O. Curran	1089 St. Hwy 80
	Barton H. DuBois	120 FLAT IRON RD SMYRNA

(21)

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12238-9992

DOCKET NO. 1381921-13464

ITEM NO. 27

PAGE 25

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
5/27/11	Denise Wier	584 16 BOYD ST PLYMOUTH NY 13852
5/27/11	Kathleen M. De	346 Cedar Rd Smyrna 13464
5/27/11	Albert R. Wier	127 FLATIRON RD SMYRNA, NY 13464
5/27/11	Jill Collins	181 Coakley Rd Plymouth NY 13852
5/27/11	Bonnie Monroe	127 Flat Iron Rd Smyrna NY 13464
5/27/11	Charles Luberg	686 CO RD. 21 SMYRNA, N.Y. 13464
5/27/11	Larry Luberg	686 Coakley Rd Smyrna NY 13464
5/27/11	David Hackett	131 Stowell Rd Smyrna NY 13464
5/27/11	Denise Cooper	131 Stowell Rd Smyrna NY 13464
5/27/11	Denise Wier	P.O. Box 93 Smyrna NY 13464
5/31/11	Paul Harvey	301 STOWELL RD NY 13464
5/31/2011	Lillian E Harvey	301 Stowell Rd NY 13464
5/31/2011	Mark O. Wier	181 Sanger Ave Waterville NY 13460

(22)

Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12238-9992

DOCKET NO. 1381921-13964
 ITEM NO. 27
 PAGE 26

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

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Sincerely,
 Customers of the Smyrna NY Post Office

Date	Signature & Name	Address
6-3	GRARY FLEMING	SMYRNA NY
6-3	Gary Graham	Smyrna NY
6/3	John J. Kelly	" "
6/3	R. DeNeth	Smyrna NY
6/3	Haley, Ed	OTSEGO NY
6/3	John Williams	Smyrna NY
6/3	Frank Kelly	Smyrna
6/4	Robert Kelly	Smyrna
6/4	Andrew Fenon	Genesee town
6/4	Justin Nelson	SMYRNA
6/5	Darlene Roney	Lebanon
6/5	Mary Lou Korman	Lebanon
6/6	Jim Skudder	Smyrna

SMYRNA NEW YORK

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Nadine Tremblay
 Post Office Review Coordinator
 Albany District, United State Postal Service
 30 Karner Road
 Albany NY 12288-9992

DOCKET NO. 1381921-13461
 ITEM NO. 27
 PAGE 28

We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees.

We have many concerns, among them the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. **WE DO NOT BELIEVE YOUR PROPOSALS MEET THESE CRITERIA.**

Sincerely,
 Customers of the Smyrna NY Post Office

<u>Date</u>	<u>Signature & Name</u>	<u>Address</u>
2-21-11	Tommy Esposito	PO Box 97 Smyrna NY 13461
5-3-11	Mark Emery	369 BEAVER MEADOW RD Plymouth, NY 13852
6-3-11	Ema Brannon	347 QUAKER HILL RD SMYRNA, NY 13464
5-31-11	Laraine Brannon	349 QUAKER HILL RD SMYRNA NY 13464
6/1/11	Jim Hartz	458 Cole Rd. Smyrna N.Y. 13464
6/1/11	Russell E. Bellette	556 Furman Mills Rd NY 13460
6/3/11	Paul Frank	237 Bisby Rd Smyrna
6/3/11	Sandra Rink	112 Foster Rd, Smyrna, NY 13464
6/3/11	Harold Jensen	224 Foster Rd, Smyrna, NY 13464
6/6/11	Jane Sebban	577 Spruce St, New Berlin NY 13911
6/6/11	Jill Collins	181 Cookley Rd Plymouth 13832



UNITED STATES

POSTAL SERVICE

DOCKET NO.

13 819 21-13107

ITEM NO.

27

PAGE

29

June 17, 2011

Judi S. Clippinger
PO Box 135
Smyrna, NY 13465-0135

Dear Judi Clippinger:

The United States Postal Service is in receipt of the recently submitted petition, copies of the Community Meeting Roster, the 4 newspaper articles and the copy of the Village mayor's letter to Congressman Richard Hanna, they have been added to the official record.

Thank you again for your interest and support of the United States Postal Service.

Sincerely,

Jane Wolfgang
A/Post Office Optimization Coordinator
USPS
Albany District
30 Karner Road
Albany NY 12288-9996

Future of Smyrna Post Office in peril

To the editor:
If you missed the May 19 meeting of the Smyrna Methodist Church concerning the closing of the Smyrna Post Office, you missed a good one! Several valid points were raised and Brian Shepardson and Dave Moore, representing the post office, were very calm and didn't react to the angry voices that rose with people's frustration.

The idea that this post office is on a list because there was never a permanent postmaster appointed after Larry Kellogg retired was shocking. Not that this is the only criteria for the option to close this particular office, there are others. The fact that this village and the surrounding area would lose their identity was a primary thorn in the audience's side. The cost of driving to Sherburne to get out mail was estimated to run approximately \$1500 a year and that is if the tax doesn't go any higher.

The option to have the store as a secure place to have boxes and sell stamps was somewhat off-the-wall as the Smyrna Market wouldn't have space available. People who do not drive would be seriously affected. The price of a one-way bus ticket from here to Sherburne is \$2.

It seems that rural townships and villages such as ours are being asked to give up more and more necessary services that make small town living appealing. And the fact that having a post office in a small village says this village is alive and it would make good sense to take advantage of living here would be lost. Everyone attending definitely feels that the post office is vital and we do not want to lose it!

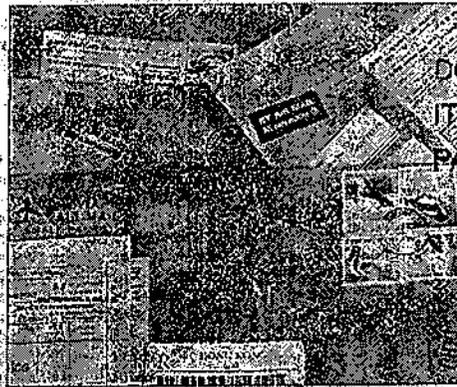
Don't be afraid to write to your senators and congressmen in Washington. There are also petitions to sign at the Smyrna Market and Smyrna Public Library.

If you don't speak up and fight for what you believe, you can't complain about the results when the powers that be in Washington decide. I will have some attendance at the local meeting, but no one followed through. Guess they didn't want it bad enough!

Barbara J. Schwarting

The Mid-York Weekly • Hamilton

4 The Mid-York Weekly • Hamilton



SMYRNA POST OFFICE: You need to write your congressman or senator about the closing of the post office.

Smyrna News

Contact politicians about saving post office

By Barbara J. Schwarting

The saying is "Happy as the bride the sun shines in today." Jill Clark (now Mrs. Russell Nelson) and her wedding day entourage were blessed by a sunny day for the happy event.

We all recognize certain parts of the wedding ceremony and when the minister asked, "Who gives this woman?" there were four answers to him saying in unison: "We do!"

Rev. Gallandotti said, "I never had so many people give a bride away before!" And then he made reference during the ceremony about Jill's famous itinerary.

Congratulations to the sets of parents for the luck of their children finding the perfect partners. It was a lovely day for Jill and Russ to share with their family and friends. And if you need anything organized, call Jill.

Hazel's house had company on May 22, the anniversary of her birthday, and we all wished her a "Happy 82nd Birthday." Wherever good souls go, I know she got a kick out of all her company as she always loved entertaining visitors. We had pineapple cake,

orange sherbert, and vanilla ice cream to celebrate.

But, the best of you, who haven't found the information you need to write your congressman or senator about the closing of the Smyrna Post Office, this info is for you.

• U.S. Senate: Hon. Kristen E. Gillibrand, 278 Russell Senate Office Building, Washington, D.C. 20510-202-224-4451

• Hon. Charles Schumer, U.S. Senate, 313 Hart Senate Office Building, Washington, D.C. 20510-202-228-3827

• Hon. Charles Schumer, District Office, Federal Building, 15 Henry Street, Binghamton, N.Y. 13901-607-722-6792

• Hon. Richard Hanna, District Office, 110 Genesee Street, Auburn, N.Y. 13021

• Hon. Richard Hanna, U.S. House of Representatives, 319 Cannon ROB, Washington, D.C. 20515-202-225-3665

Write, write, write! Call, call, call!

Don't forget that Father's Day is coming up and that means one of Smyrna's best ways to celebrate—the Smyrna brethren put on the best chicken barbecue and you can't want to miss it! Great desserts finish off the dinner, so make plans with your extended family and we will see you there!

Mid-York 6/2/11

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'Dream Team' Hall of Fame profile.

Page 11



2011 Pageant of Bands Preview!

SPECIAL INSERT

Today's Paper Is More Than FREE!

Just use today's 15¢ Off coupon!

THE EVENING SUN

THURSDAY, JUNE 2, 2011

SMYRNA, N.Y. 13825

WWW.EVESUN.COM

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Smyrna post office -

Continued from Page 1

post office was being targeted because its former postmaster accepted a position out of the area, and the person who replaced him was not official.

It was replaced by a wonderfully competent postal employee who performs all the tasks of a postmaster, but does not have the title," he wrote. Following the meeting with state representatives, Mayor Edmonds, on behalf of the village, also sent a correspondence to Governor Cuomo and the region's state and federal legislators to garner their support in preserving the post office.

and all other customary postal services. Postal customers could also access the Smyrna Post Office six miles away.

The post office, located in the center of the village, serves approximately 200 residents.

Smyrna rallies to save village post office

By Melissa DeCoppola

SMYRNA, N.Y. — A large group of Smyrna residents gathered last night to rally in support of the village's Post Office as an effort to save the village's postal services and jobs. The meeting was held at the village hall, where residents gathered to discuss the village's financial situation and the impact of the post office's closure. The village is currently facing a budget deficit, and the post office is one of the largest expenses. Residents are concerned that the closure would result in the loss of jobs and the loss of a vital service to the village.

Unfortunately, they were not a lot of answers, she said. She said she will continue to work with the village board and the state to find a way to keep the post office open. She said she will continue to work with the village board and the state to find a way to keep the post office open. She said she will continue to work with the village board and the state to find a way to keep the post office open.

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Smyrna post office may consolidate or close

BY MELISSA DECORDOVA
Sun Staff Writer
mdecordova@timesun.com

SMYRNA — Residents were alerted Wednesday that the Smyrna Post Office may be closing or consolidated, and a rural route carrier service implemented instead.

A letter arrived in customers' mail and post office boxes asking them to consider a possible change to rural route service, and to express their opinion in a questionnaire due back

within two weeks.

"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," said New York State Post Office Operations Manager Brian Shephardson.

The postmaster at the Smyrna Post office was reassigned three years ago. Now, the office is being studied for possible closing or consolidation, to determine if service can be pro-

vided through alternative channels. A carrier service would provide pickup and delivery as well as the sale of stamps and all other customary postal services.

Not much more could be learned of the pending change despite calls to state postal service officials and interim postman Rick Collins. Smyrna Village Clerk/Treasurer Joyce Ann Fuller said she heard rumors about the post office closing a week ago, but the letters that arrived this week were out

of the blue.

"We certainly don't want to lose it," she said.

The post office building is located in the center of the village and has apartments overhead. It serves approximately 200 residents. An original Smyrna Post Office was destroyed by fire back in 1900 when approximately 500 residents resided in the village.

Collins said he was prohibited from talking to the

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Smyrna post office —

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media.

Postal representatives will be at the Smyrna Methodist Church, 3 E. Main St., from 5:30 to 7:30 p.m. on Thursday, May 19, to answer questions. Questionnaires may be submitted at that time.

"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," wrote Shephardson, who pointed out that retail services are also available six miles away at the Sherburne Post Office.

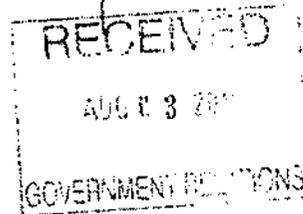
DOCKET NO. 1381921-13464
ITEM NO. 28
PAGE 1

United States Senate

WASHINGTON, D. C. 20540

August 1, 2011

The Honorable Patrick Donahoe
Postmaster General
U.S. Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260



Dear Postmaster General:

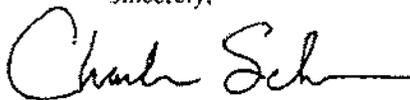
I write to urge you to prevent the closure of the Smyrna Post Office on 9 West Main Street. The Smyrna Post Office provides the residents of Smyrna, New York with many important services including postal boxes, stamps and package receipt. I am concerned that this closure will present significant challenges to the local economy and cause a disruption to the employees of the post office and the citizens of Smyrna.

The Smyrna post office has been proudly serving the community since 1809. Citizens throughout Smyrna are in strong support of keeping this post office open. I have received numerous letters and phone calls advocating for the post office to remain open. Several elected officials have also contacted my office to explain the importance of maintaining the current services.

I strongly urge you to reconsider plans to close the Smyrna Post Office. By allowing these important functions to remain local, residents can be assured their mail will be delivered in a timely manner and area jobs can be protected. Thank you for your consideration of this important matter.

Thank you for your attention to this important matter. If you have any additional questions, please don't hesitate to contact me or my staff at 202-224-6542.

Sincerely,


Charles E. Schumer

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August 29, 2011

The Honorable Charles E. Schumer
United States Senate
Washington, DC 20510-3202

Dear Senator Schumer:

This responds to your August 1 letter to Postmaster General Patrick R. Donahoe, regarding the Smyrna Post Office.

I recognize your interest in ensuring your constituents in Smyrna continue to have convenient access to essential postal services. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations and branches that has been virtually untouched.

Accordingly, the Postal Service is currently evaluating its retail network to ensure it is correctly aligned to reflect changes in mail volume and customer demand. When studying the existing retail infrastructure, the Postal Service examines the effects of a proposed discontinuance on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Page 2

Albany District postal officials confirm that the Smyrna Post Office was under study for discontinuance and the proposal has been forwarded to postal headquarters for review and final determination. Customers will be notified in advance of any changes that may affect service in their area. Please be assured that any decision concerning the future status of the Smyrna Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner.

Thank you for writing. If I can be of assistance in other postal matters, please let me know.

Sincerely,

(Signed)

Marita Hines
Government Relations Representative

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bcc:

DISTRICT MANAGER
ALBANY DISTRICT
U S POSTAL SERVICE
30 OLD KARNER ROAD
ALBANY NY 12288-9992

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
ALBANY DISTRICT
U S POSTAL SERVICE
30 OLD KARNER ROAD
ALBANY NY 12288-9992

560608-Key:POA-GR-14
SCHUMER, CHARLES E. NY08
DUE 0825
LAS 8/23/11
MEH 082611
Vita 8/29

CHARLES E. SCHUMER

JOINT ECONOMIC
COMMISSION
BANKING
JUDICIARY
SPEECHES
FINANCE

DOCKET NO. 1381921-13464
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PAGE 5

United States Senate
WASHINGTON, DC 20510

August 1, 2011

The Honorable Patrick Donahoe
Postmaster General
U.S. Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260



Dear Postmaster General:

I write to urge you to prevent the closure of the Smyrna Post Office on 9 West Main Street. The Smyrna Post Office provides the residents of Smyrna, New York with many important services including postal boxes, stamps and package receipt. I am concerned that this closure will present significant challenges to the local economy and cause a disruption to the employees of the post office and the citizens of Smyrna.

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Thank you for your attention to this important matter. If you have any additional questions, please don't hesitate to contact me or my staff at 202-224-6542.

Sincerely,

Charles E. Schumer
Charles E. Schumer

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PAGE 6



September 20, 2011

The Honorable Charles E. Schumer
United States Senate
Washington, DC 20510-3202

Dear Senator Schumer:

This responds to your August 1 letter to Postmaster General Patrick R. Donahoe regarding the Smyrna Post Office.

Thank you for sharing your comments. I recognize your interest in ensuring that all of your constituents continue to have convenient access to essential postal services. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. Over the past five years our customers' needs have changed dramatically—mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, stations and branches that has been virtually untouched.

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Albany District postal officials studied the Smyrna Post Office for possible discontinuance, and after careful consideration, a final determination was made to close the facility. Delivery and retail services will be provided by the Sherburne Post Office, and Post Office Box customers will have the option of erecting a mailbox along the carrier's established live of travel or renting a Post Office Box at the Sherburne Post Office. The Final Determination to Close will be posted at the Smyrna Post Office for a period of 30 days and will contain instructions on how affected customers may appeal the decision to the PRC. At this time, a final date has not been set for the closure of the Smyrna Post Office. However, you may be assured that customers will be notified in advance of any changes that will affect service in their area.

Please note that there are 12 alternate access points within a 15-mile radius of the Smyrna Post Office, including nine Post Offices and four retail outlets that sell postage stamps. Customers may find these locations at our new website at www.uspseverywhere.com or by calling 1-800-ASK-USPS. In addition, customers can buy stamps online at www.usps.com, by phone at 1-800-STAMP24, or by mail.

Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

As information, district officials are in the process of soliciting business establishments in Smyrna that may be interested in applying for a contract with the Postal Service to start a Village Post Office (VPO) in their community. VPOs are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office boxes either inside or outside the business. As the needs of our customers evolve, we will continue to look for opportunities to provide them with easier, more convenient access to postal products and services.

Sincerely,

Kim Weaver
Manager, Government Relations

Smyrna

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bcc:

DISTRICT MANAGER
ALBANY DISTRICT
U S POSTAL SERVICE
30 OLD KARNER ROAD
ALBANY NY 12288-9992

PO REVIEW COORDINATOR
ALBANY DISTRICT
U S POSTAL SERVICE
30 OLD KARNER ROAD
ALBANY NY 12288-9992

560699-Key:POA-GR-14
SCHUMER, CHARLES E. NY0B
DUE 0901
LISA S 0901 rev 0920
Pi 9/10
MEH 092011
Vita 9/20

RECEIVED
SEP 23 2011
DISTRICT PO REVIEW COORDINATOR
ALBANY 12288-9311

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)

\$ 42,431

Fringe benefits 33.5%

\$ 14,214

Rental costs, excluding utilities

\$ 8,903

Total annual costs

\$ 65,548

Less estimated cost of replacement service

- 20,203

Total annual savings

\$ 45,345

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:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date

5/26/2011

5/26/2011



05/26/2011

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 SMYRNA Post Office
Docket No. 1381921

This is to advise you that on 06/04/2011, I will post for public comment a proposal to close the SMYRNA Post Office in Chenango, Congressional District No. 24.

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

EDWARD PHELAN
District Manager
ALBANY PFC District

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

Enclosures: PS Form 420
Proposal



05/26/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
SMYRNA Proposal
Docket No. 1381921 - 13464

Please post the enclosed proposal to close the SMYRNA Post Office in the lobby. The proposal must be posted in a prominent place from 06/04/2011 through close of business on 08/05/2011. 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.

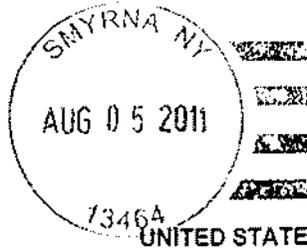
Also enclosed is the official record on which this proposal is based. Customers may read it, however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If 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.

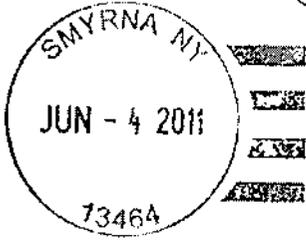
NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC District

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

Date of Posting: 06/04/2011

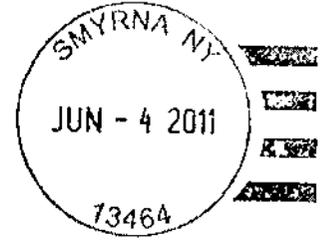


DOCKET NO. 1381921-13464
ITEM NO. 36
PAGE 3
Date of Removal: 08/05/2011



UNITED STATES POSTAL SERVICE

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



To the customers of the Smyrna Post Office.

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

During the 60-day posting period from 06/04/2011 through 08/05/2011 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.

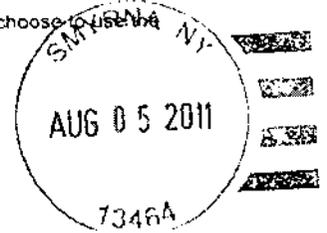
Copies of the proposal and optional comment forms are available upon request at the Smyrna Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

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
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1381921-13464
ITEM NO. 33
PAGE 1

Date of Posting: 06/04/2011

Posting Round Date:

Date of Removal: 08/05/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster was reassigned on May 10, 2008. Since the postmaster vacancy an OIG 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 Smyrna Post Office, an EAS-13 level, provides service from 08:00 to 12:30 and 13:30 to 16:30 Monday - Friday, 08:00 to 11:00 Saturday and lobby hours of 07:45 to 16:45 on Monday - Friday and 07:45 to 11:30 on Saturday to 89 post office box or general delivery customers and 368 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 31 transaction(s) accounting for 34 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 \$43,051 (112 revenue units) in FY 2008; \$47,549 (124 revenue units) in FY 2009; and \$46,483 (126 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Smyrna Methodist Church, 3 E Main St. Smyrna NY 13464 to answer questions and provide information to customers. 76 customer(s) attended the meeting.

On May 09, 2011, 461 questionnaires were distributed to delivery customers of the Smyrna Post Office. Questionnaires were also available over the counter for retail customers at the Smyrna Post Office. 194 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 65 unfavorable, and 121 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Sherburne Post Office, an EAS-18 level office. Window service hours at the Sherburne Post Office are from 09:00 to 13:00 and 14:00 to 17:00, Monday through Friday, and 10:00 to 13:00 on Saturday. There are 297 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 parking at Sherburne.

Response: A site study revealed that there is ample parking in a parking lot at Sherburne Post office with a designated entrance and exit verses on street parking at Smyrna.
2. **Concern:** Customer inquired about a locked centralized delivery unit in town.

Response: The Postal Service will consider centralized delivery as an additional alternate access.

Customer suggested the following cost saving ideas for the Postal Service. Look at other ways to make the Postal system viable i.e. Japanese postal system which sells life insurance and performs bank-like functions should be consulted. With modern information technology, the post office could get into the business of providing similar products and much needed micro-credit facilities instead of lugubrious banks. Using the existing postal system infrastructure together with every citizen's social security number and a corresponding individually-numbered treasury account with direct loans into the real economy would ensure a much more sustainable recovery than closing post offices.

Response: The customer's suggestions have been duly noted and added to the official record.
4. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
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 having to erect a rural mailbox
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 6.0 miles away.
7. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Sherburne 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 Sherburne 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 expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern:** Customers expressed concern that postal employees at the Sherburne Post Office are rude
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
11. **Concern:** Customers 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 Sherburne postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
12. **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.
13. **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.
14. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Smyrna Post Office
- Response:** Courteous and helpful service will be provided by personnel at the Sherburne Post Office and from the carrier. Special assistance will be provided as needed

15. **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.
16. **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.
17. **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.
18. **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 Sherburne postmaster for more information.
19. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows

- Response:** Please contact the Sherburne 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.
20. **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.
21. **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.
22. **Concern:** Customers expressed a concern about leaving money in the mailbox
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has been 5 instances reported of mail theft or vandalism in the area. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
23. **Concern:** Customers felt the cost of postage was increasing while service was decreasing
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
24. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
25. **Concern:** Residents have been bringing their newspapers to the Smyrna PO for recycling which brings in revenue for the PO. Now you are telling us that you are looking at closing the PO down and moving us into Sherburne.
- Response:** The customer 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.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Smyrna is an unincorporated community located in Chenango County. The community is administered politically by Village Mayor. Police protection is provided by the Chenango County Sheriff's. Fire protection is provided by the Smyrna Fire Department. The community is comprised of retirees, 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 Smyrna Post Office will be available at the Sherburne Post Office. Government forms normally provided by the Post Office will also be available at the Sherburne Post Office or by contacting your local government agency.

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

- 1. Concern:** Customer expressed a concern about old-fashioned country store in town near Post Office.

Response: Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
- 2. Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
- 3. Concern:** Customers expressed concern for loss of community identity

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- 4. Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
- 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.

6. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

7. **Concern:** Concerned that the Postal Service was shifting the financial burden and expense to the rural community.

Response: The Postal Service is looking to provide regular and effective service through alternate access.

8. **Concern:** Customers were concerned about growth in the community

Response: The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

9. **Concern:** There is no high speed internet or Cell service in this community

Response: Concern duly noted in the official record.

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 reassigned on May 10, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,166 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 8,900</u>
Total Annual Costs	\$ 57,469
Less Annual Cost of Replacement Service	<u>- \$ 20,303</u>
Total Annual Savings	<u>\$ 37,166</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

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

The postmaster was reassigned on May 10, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Smyrna Post Office provided delivery and retail service to 89 PO Box or general delivery customers and 368 delivery route customers. The daily retail window transactions averaged 31. 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 \$37,166 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 Smyrna Post Office and Sherburne 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
Manager, Post Office Operations

06/04/2011
Date

7008 1140 0004 0016 0200



7008 1140 0004 0016 0217

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 08/05/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

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



A. Office

Name: SMYRNA State: NY Zip Code: 13464
Area: NORTHEAST District: ALBANY PFC
Congressional District: 24 County: Chenango
EAS Grade: 13 Finance Number: 357855
Post Office: Classified Station Classified Branch CPO

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Nadine Tremblay
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085

Date: 08/05/2011
Fax No: (518) 464-7429

DOCKET NO. 1381921-13464
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PAGE 2

Date of Posting: 06/04/2011
SMYRNA NY
JUN - 4 2011
73464

Posting Round Date:

Date of Removal: 08/05/2011

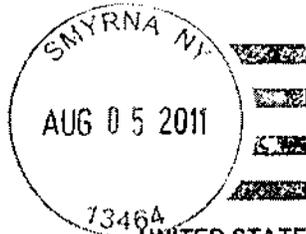
SMYRNA NY
AUG 05 2011
73464
Removal Round Date:

SMYRNA NY
JUN - 4 2011
73464

PROPOSAL TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

Date of Posting: 06/04/2011



DOCKET NO. 1381921-13464

ITEM NO. 36

PAGE 3

Date of Removal: 08/05/2011



UNITED STATES POSTAL SERVICE



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

To the customers of the Smyrna Post Office:

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

During the 60-day posting period from 06/04/2011 through 08/05/2011 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.

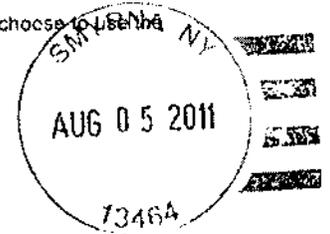
Copies of the proposal and optional comment forms are available upon request at the Smyrna Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

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
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1381921-13464
ITEM NO. 36
PAGE 4

Date of Posting: 06/04/2011

Posting Round Date:



Date of Removal: 03/05/2011

Removal Round Date:



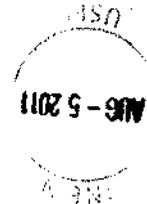
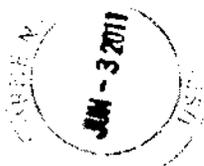
PROPOSAL TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

DOCKET NO. 1381921-13464
ITEM NO. 36
PAGE 5

Date of Removal: 08/05/2011

Date of Posting: 06/04/2011



UNITED STATES POSTAL SERVICE

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

To the customers of the Smyrna Post Office:

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

During the 60-day posting period from 06/04/2011 through 08/05/2011 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 Smyrna 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
30 KARNER RD
ALBANY, NY 12288-9992

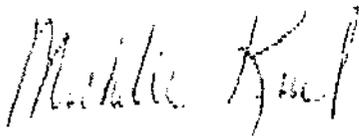
**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 07/22/2011

Postal Customers of the Smyrna Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Smyrna Post Office, which was posted 06/04/2011 through 08/05/2011. 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 Smyrna Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,



MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992



Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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

- Better Just as Good No Opinion Worse

If yes, please explain:

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

- Shopping non such
 Personal needs
 Banking St Lawrence
 Employment Delivered
 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:

David A Lemmans

Address:

9 E. main St Snyrna, NY 13464

Telephone:

607-627-6500

Date:

5/22/11

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



Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

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- b. Resetting/using postage meter YES NO

Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain:

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

- YES NO

If yes, please explain:



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

- Better Just as Good No Opinion Worse

If yes, please explain

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

- Shopping _____
- Personal needs _____
- Banking _____
- Employment _____
- Social needs *Left in community* _____

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

- Yes No

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

- Yes No

Name _____

Address _____

Telephone: _____

Date: _____

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



Postal Service Customer Questionnaire

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

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

Other Postal Services

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Nonpostal Services

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

If yes, please explain: _____

- d. Using public bulletin board YES NO

- e. Other YES NO

If yes, please explain: _____

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

YES NO

If yes, please explain: _____



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

- Better Just as Good No Opinion Worse

If yes, please explain:

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

- Shopping _____
- Personal needs _____
- Banking _____
- Employment _____
- Social needs _____

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

- Yes No

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

- Yes No

Name: _____

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.

Optional Comment Form

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

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

The unfavorable effects on my postal services include the inconvenience regarding receiving and sending packages; the lack of personal service provided by our postmaster; and the loss of control of mail delivery that I have when I go to the post office. In addition, the need to provide change of address information to health providers, subscription services

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

We will lose the social interaction provided by the post office as an informal meeting place for residents of our village. friends create a major problem.

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

The postal service should consider the detrimental effects ~~on~~ the closure of our post office on the identity and dignity of the village of Smyrna.

Larry G. Franks
Name of Postal Customer

Larry G. Franks
Signature of Postal Customer

P.O. Box 17
Mailing Address

Smyrna, NY 13464
City, State, and ZIP Code

6/2/11
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SMYRNA 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.

My personal postal services will be severely impacted. As I work in Shakerbrook frequently this lunch hour driving has always be inconvenient and incompatible with my working hours.

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

The community is large in geographic area so many will pick up to Shakerbrook will make a greater economic expense for many outlying residents (10+ miles or more each way)

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

The fact that Smyrna has an interim p.o administrator should be irrelevant in the decision to close. There are far more smaller offices than Smyrna

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

Nigel Sebbon



P.O. Box 271

Smyrna NY 13154

4/4/11



Postal Service Customer Questionnaire

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

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

Other Postal Services

- a. Entering permit mailings YES NO
- 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?

I shop in Sherburne and often use their post office YES NO

If yes, please explain:



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 Jay Wheeler

Address: 1259 Rt. 80 Smyrna, New York 13464

Telephone: no phone

Date: June 24, 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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I often use the Smyrna Post Office and Smyrna library; and both serve as local centers connecting individuals with the rest of the world. I also use the Sherburne Post Office and library

For me the cost of transportation is about $\frac{1}{3}$ my income, and it also includes the constant fear of break downs and accidents.

Since the Post Office is a public service, the cost of running it should include or consider the cost of the public transportation to and from the Post Office.

Jay Wheeler



Postal Service Customer Questionnaire

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

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

Other Postal Services

- a. Entering permit mailings YES NO
- 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: _____

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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:

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: Amarita Morgan

Address: PO Box 860 Smyrna GA 30138

Telephone: (404) 622 7002

Date: May 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.

Judi S. Clippinger

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1 Main Street West
Post Office Box 135
Smyrna, New York 13464
607/627-6811
judi@cliplaw.com

June 6, 2011

Nadine Tremblay
Post Office Review Coordinator
Albany District, USPS
30 Karner Road
Albany NY 12288-9992

re: Smyrna Post Office

Dear Ms. Tremblay:

On behalf of the Ad-Hoc Committee to Save the Smyrna Post Office, I am enclosing:

24 pages of Petition addressed to you, containing over three hundred signatures

Copies of the lists of 75 people who attended the 5/19/11 meeting your office organized

Copies of 4 newspaper articles on the subject

Copy of the Village Mayor's letter to Congressman Richard Hanna; similar letters were sent to Sen. Gillibrand, Sen. Schumer, and Gov. Cuomo, and copies were sent to the 4 newspapers which serve the area

I stated at the meeting that I have calculated at the current government rate of \$.51 a mile, it will cost annually almost \$1600 for anyone who wishes to maintain his or her current mailbox address to do the 10 mile round-trip to the Sherburne Post Office every day on which mail is delivered. There are three major problems with the "free" alternative of delivery to a mailbox:

- A. Security, especially on week-ends
- B. Changing one's address and identity to Sherburne, especially for a business which would have to list both on letterheads
- C. Mailboxes along Route 80 (Main Street) will interfere with parking for

DOCKET NO. 1381921-13-167

ITEM NO. 38 community events such as the summer Monday night band concerts (Smyrna
PAGE 15 Town Band is the oldest continuously-playing of its kind in NYS) and our
famous chicken BBQ's -- attendees park a quarter mile in each direction from
the center of the village for both types of events

We understand that Brian Sheppardson is no longer with the USPS, which may explain the lack of information provided at the May 19 meeting. Or perhaps after hearing how few people in the greater Smyrna area can go on-line or even have computers, and how many are truly low income, he decided it was wiser NOT to tell the audience that being on-line is apparently necessary to obtain the wonderful services we were promised from rural carriers if our post office is closed. I had to learn how it is done the next day, by buttonholing postal employees.

How poor is Smyrna? When I was Mayor in the 1990's, we received no-interest loans from FmHA to install a sewer system and complete our water system. One-third of the of the households in the Village qualified to have their sewer hook-ups paid for by the HUD housing-improvement program. At that time, the Smyrna School was converted into eleven affordable apartments, adding to the number of low income families in the community. One woman who volunteers at the Smyrna Methodist Church's food pantry and Christmas program spoke eloquently at the May 19th meeting about the sixty-plus percentage of students in our local school district who qualify for free and reduced-priced lunches, another measure of the poverty in our area.

We have fought hard to keep this community affordable for people with low incomes, who frequently have no or unreliable transportation to Sherburne and other surrounding communities. As several pointed out at the May 19 meeting, closing the Post Office will shift the financial burden to the people who can least afford it. That is antithetical to the word "Service" in your name, and to the promise of the **Postal Reorganization Act of 1970** to *provide a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining.*

It will be a domino effect in Smyrna if you close the Post Office -- people who do go to Sherburne for their mail will shop there, and our general store will suffer and close. Without the store, the Fire Department and the Library will lose important donors, and again, those who can travel to Sherburne for mail may start using the larger Sherburne Library, perhaps dooming the Smyrna Library, which will no longer be here to serve those who cannot afford to travel. Several of us with small businesses in this town expressed that we would use other delivery services, without the convenience of our Post Office.

I am asking you to help us save our post office, because that will be saving our community.

Sincerely,


Judi S. Clippinger

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cc: Gov. Andrew Cuomo
Congressman Richard Hanna
Sen. Charles Schumer
Sen. Kirsten Gillibrand
USPS District Manager Edward Phelan
USPS NE Area VP

JSC:it

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Optional Comment Form

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

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

IT will not make it very nice for older people that don't drive and have their box at the post office now. And if they do drive they are not going to afford the gas to get there mail at sherburne.

Besides we have Rick who is very helpful very courteous and our mailman Kevin is very nice and dependable on delivering our mail.
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

If they close the post office it will affect the store bad and that family that runs it needs to make a living.
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

IT is very nice to be able to have our post office in Smyrna, people that are on S.S. are on a fixed income once a month they get a check because I am retired to me it is not very convenient.

If they put their mail boxes out in front of their house the plow will hit them because there not that much room with the street.

Name of Postal Customer

Signature of Postal Customer

Rosemary A. Crouch

Rosemary A. Crouch

Mailing Address

987 State Hwy 80 Smyrna N.Y. 13464

June 29 2011

City, State, and ZIP Code

Date

Please Return To

Nadine Tremblay

30 Kainer Rd

Albany NY 12288-9311

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Optional Comment Form

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

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

We have been to other Post offices and have been treated badly and with disrespect. We have always been treated with respect and they have always took the time to help us in Smyrna NY 13464.

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

The Post office is very important to the businesses in our community. We have a law office, ~~large~~ large saw mill, Garage, and Grocery Store which receive business from ~~paid~~ people who use the Post office. We also have business out of the Village in the community that use it and it would be hard on them.

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

I don't think closing a Post office that is viable to a community and does alot of business should be closed just because we don't have a Post Master. Rick has done an excellent job and should be promoted to Post Master.

~~Sally Cooper~~
Sally Cooper

Sally Cooper
Sally Cooper

Name of Postal Customer

Signature of Postal Customer

205 Veterans Rd.

Mailing Address

Smyrna NY 13464

7-5-2011

City, State, and ZIP Code

Date

Please Return To

FlatIron

Madise Tremblay

30 Karner Rd

Albany NY 12288-9311

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PAGE 19

Clippinger Law Offices

1 West Main Street
PO Box 272
Smyrna, New York 13464-0272



(607) 627-6811
Fax (607) 627-6816

June 21, 2011

Pages: 2

TO: Nadine Tremblay
USPS

RE: Proposed Closing of the Smyrna Post
Office

SENDER: Judi S. Clippinger, Administrator

MESSAGE: There follows the article which
appeared on the front page of the
Norwich Evening Sun today.

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PAGE 20

Not looking good for Smyrna Post Office

BY MELISSA DECORDOVA
Sun Staff Writer
mdecordova@sun.com

SMYRNA — Things aren't looking too good for the Smyrna Post Office, Mayor Charles Edmonds said this morning.

"Things are looking kind of tough. All we can do is wait and see."

The mayor was referring to the pending closure of what many of his constituents say is a necessary component to the economic and social vitality of the village.

Barring any intervention from the federal officials who Edmonds reached out to the Smyrna Post Office will most likely close the week of July 25.

New York State Post Office representatives alerted residents in early May of that the facility may be

Post Office —

Continued from Page 1
closing the Smyrna office, he said. "Considering its utility performance and importance to the area, it may well be a rash and detrimental action," wrote Hanna.

A carrier service would provide pickup and delivery as well as the sale of stamps and all other customary postal services. Residents are being asked to purchase larger mail boxes if they regularly mail large packages, or to mail them from the Sherburne Post Office, located six miles away.

Both U.S. Senator Richard Hanna and U.S. Representative Charles Schumer expressed their opposition to the proposal.

Officials posted a notice at the post office that services would stop in 60 days. Edmonds reached out to U.S. District Representative Richard Hanna and U.S. Senator Charles Schumer. Both expressed their opposition to the proposal.

Tremblay, Nadine - Albany, NY DOCKET NO. 1381921-13464
 ITEM NO. 38
 To: Collins, Ricky J - Smyrna, NY PAGE 21
 Subject: FW: Postal Service: On Smyrna

FYI - and thank you for the article.

Nadine Tremblay
 Post Office Review Coordinator
 USPS-Albany District
 30 Karner Rd
 Albany NY 12288-9311
 (518) 452-4080
 (518) 464-7429 fax

From: Marion, Maureen P - Syracuse, NY
Sent: Tuesday, June 21, 2011 5:29 PM
To: Tremblay, Nadine - Albany, NY
Subject: FW: Postal Service: On Smyrna

From: Marion, Maureen P - Syracuse, NY
Sent: Tuesday, June 21, 2011 5:28 PM
To: 'mdecordova@evesun.com'
Cc: 'jgenung@evesun.com'
Subject: Postal Service: On Smyrna

My name is Maureen Marion, public affairs specialist with the Postal Service serving New England and Upstate New York, including Smyrna. I am a little concerned that today's story has conflicting information f local customers and welcome a chance to clarify just a bit.

- 1) The office is not scheduled to close in July.
- 2) A full proposal on our proposal, including an overview of community comments and the responses t specific questions, is available for review through August 5. Additional comments collected through that period will also be compiled and reviewed.
- 3) Should a decision be made to advance this proposal to enactment, we have additional requirements for notifying local customers that would extend the changeover into the fall should we move in that direction.
- 4) While finances are not the sole reason for any change of this nature, they are a consideration in our reviews as are studies of workload. This information is found in the posted report and includes:
 - a. In workload analysis, we look at transactions at the local post office and workload - using a review that assigns time to different transactions to reflects the complexity of our work (such as the time it takes to sell a stamp versus the time it takes to complete an international package with customs). In this review, Smyrna averaged 31 transactions per day for about 3.3 hours of work
 - b. Revenue at the office was just under \$43,000 last year but expenses topped out over \$76,000.

6/22/2011

DOCKET NO. 1381921-13464

Page 2 of

ITEM NO. c. ²⁵Our leased site is approximately \$10 per square foot, interior and exterior footage.

PAGE ²²
5J The story speaks to "state officials" - this may be misleading to your readers.

This is an action initiated by the Postal Service. It comes as part of our necessary reviews of local offices currently without a seated postmaster. Smyrna has operated with an Officer in Charge since late 2008; we often keep office vacancies open to help us absorb displaced employees from other internal staffing changes or to permit multiple opportunities for training and development of our employees. We believe we have exhausted that need in the region at this time and are considering what we can do with this space.

Given the dramatic changes to mail volume and processing of that mail, along with the decline in postal revenues associated with the change in the mail itself, we are looking at opportunities to reduce our physical infrastructure where we believe we can continue terrific service, but perhaps in different way.

- a. In Smyrna there are 90 rented post office boxes in a 911 square foot facility, with one letter carrier. Under our proposal, the letter carrier would continue to deliver without interruption or change but would begin the work day in Sherburne.
- b. Post office box customers could move their boxes to Sherburne, with no change of address required. If this is not convenient, customers could enjoy rural delivery to a box on a local carrier route. An address change to reflect the street name/house number would be required.
- c. Rural letter carriers are a proud part of our service to America. As information, more than 74,500 rural routes to more than 40 million delivery points, a rise of more than 387,000 mailboxes served by rural carrier in 2010.
- d. Rural carriers do provide virtually all services afforded at a local post office - they are known as post offices on wheels!
- e. We also deliberately place stamps for sale at local sites like Byrne Dairy, Kinney Drugs, or Price Chopper to expand the access to this most frequently-requested item - stamps.

I would be happy to speak about this at length if you need more background. I hope this is helpful to your understanding of our issue. Yes, it is very complex and difficult for all of us but we hope that proper information will guide people in understanding this process and help them to select the service options that are correct for their needs should a change become necessary.

CELL: 860 -539-0649
DESK: 315 452 3582

DOCKET NO. 1381921-134604

ITEM NO. 38

PAGE 23

Tremblay, Nadine - Albany, NY

From: Marion, Maureen P - Syracuse, NY

Sent: Wednesday, June 29, 2011 12:31 PM

To: Phelan Jr, Edward F - Albany, NY; Krul, Michelle M - Utica, NY

Cc: Tremblay, Nadine - Albany, NY; Pepe, Margaret M - Albany, NY; Wolfgang, Jane M - Albany, NY; Loehner, Dennis J - Albany, NY

Subject: CORRECTION: Norwich Evening Sun The Evening Sun - Smyrna Post Office update

Smyrna Post Office update

By: [Melissa deCordova](#), Sun Staff Writer

Published: June 23rd, 2011

[Tweet](#) Like One like. [Sign Up](#) to see what your friends like.

SMYRNA – The Smyrna Post Office is not scheduled to close in late July after all, rather it could be the fall.

A U.S. Postal Service representative serving upstate New York said a proposal to close is available at the post office for public review and comment through Aug. 5. Comments collected through that period will be compiled and reviewed.

[Discuss this story with other members on the Forum](#)



There's more to this story! You're only seeing 27% of the story. [Subscribe now](#) to get immediate access to the rest of the story as well as our whole online offering.



RE: Smyrna NY
Docket# 1381921 - 13464
Item ~~22~~ 38
Page 24

June 3, 2011

Memo to the record. On 05/27/11 at 4:23 pm, received a call from Mike Rosen, at (607) 627-6358. Survey letter referenced that carrier can provide service, but he doesn't have a carrier and would like that explained.

On 06/03/11, at 5:22 pm, returned call, and got answering machine. Left message that: Rural service would be extended from Sherburne.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

RE: Smyrna NY
Docket# 1381921 - 13464
Item 2238
Page 25

June 6, 2011

Memo to the record. On 05/31/11 at 12:56 pm, received a call from Helen Bonacale, at (607) 627-6524.

Lives 7 miles from PO. If move occurs, seniors will spend more to travel. She has a car, but some done, which will create a hardship.

On 06/06/11, at 5:45 pm, returned call. Concern has been added to the official record. Social Gathering place duly noted. Customer not sure about a VPO concept with a business knowing folks business. Explained that mail delivery would be handled by a postal carrier. The business would only take packages at the counter that did not fit in the collection box.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

DOCKET NO. 1381921-13464
ITEM NO. 38
PAGE 26

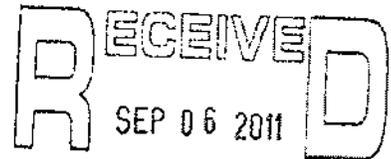
Memo to the Record:

Attached are Customer Comments, questionnaires, and/or letters received:

After the 60 day comment period, but before the study was sent to Headquarters for a final determination.

After the 60 day comment period and after the study was sent to Headquarters for a final determination.
(Comments received untimely to be considered as part of the study)

DOCKET NO. 1381921-13464
 ITEM NO. 38
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DISTRICT PO REVIEW COORDINATOR
 ALBANY 12200-9311

Postal Service Customer Questionnaire

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

Postal Services

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain.

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

If yes, please explain.

Road to me all the time

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:

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

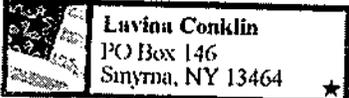
- Shopping _____
 Personal needs _____
 Banking _____
 Employment _____
 Social needs _____

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.



09/23/2011

DAVID SIMMONS
9 E. MAIN STREET
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

R. KACHLER
658 GERMAN HOLLOW ROAD
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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) 452-4035.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY 12288-9992



09/23/2011

AMANDA MORGAN
PO BOX 86
SMYRNA, NY 13464

Dear Postal Service Customer,

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krut".

Michelle Krut
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

ANONYMOUS
NO ADDRESS
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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,

A handwritten signature in cursive script that reads "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

LARRY G. FRANKS
PO BOX 17
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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 Community name and ZIP Code in addresses.
- The customer were concerned about a change of address. Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

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



09/23/2011

NIGEL SEDDON
PO BOX 271
SMYRNA, NY 13464

Dear Postal Service Customer:

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

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

JAY WHEELER
1259 STATE ROUTE 80
SMYRNA, NY 13464

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

JUDI CLIPPINGER
PO BOX 135
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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 cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
- 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.
- The customer were concerned about a change of address. Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
- You expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events. Many communities that host seasonal events do not have municipal parking. Parking issues are best addressed through an events planning committee.
- You expressed concern over those customers living in poverty, those without internet access. Demographics have been studied. 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. For those who do not have/use a computer call 1-800 ASK USPS to get mailing prices, change of address, track and confirm, hold mail requests, request redelivery, delivery assistance, find hours and locations, get a zip code, passport information, and buy stamps.
- You questioned regular and effective service as referenced in the Postal Reorganization Act of 1970. Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com --- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
- You indicated that closing the Post Office will drive customers to UPS or Fed Ex. Adapting to changes in the communication landscape is not new. By the beginning of the 20th century, there were 76,945 Post Offices, one for about every thousand residents, in our growing nation. In 1902, however, Congress extended free delivery to rural areas. That meant it was no longer necessary for patrons to visit an office to send or pick up mail. Today, there are about 31,600 post offices that provide retail and delivery services to customers nationwide. While we have seen more competition in the package delivery system over time, the largest change for us comes with the internet. A December 2010 Pew Research survey indicates that 77 percent of adult Americans regularly use the internet, with 66 percent making purchases and 58 doing banking online. These trends continue to significantly change the amount of mail that the Postal Service processes, as evident by a decline of 4.5 percent in mail volume in the past year. In package delivery, we continue to work with some of our competitors to round out the services we all provide.

For example, we partner with both FedEx and UPS to provide essential parcel return services that allow customers to return items to participating retailers. We work closely with FedEx as a partner in air transport of time-sensitive packages and cargo, which keeps our prices in line and attractive for new users. And, as Congress allows us greater flexibility in developing products, we are aggressively marketing new products — like the Flat Rate Priority Mail package — that sends more business our way.

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) 452-4065.

Sincerely,



Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

CLIPPINGER LAW OFFICES

PO BOX 272
SMYRNA, NY 13464

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Smyrna 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 submitted an article which appeared on the front page of the Norwich Evening Sun. Two of the items in the article were misrepresented, specifically, "on June 4, state officials posted a notice at the post office that services would stop in 60 days." and "Smyrna Post Office will most likely close the week of July 25." The article was forwarded to the USPS public affairs specialist. Upon notification, the corrections were noted on June 23, 2011, as follows: "The Smyrna Post Office is not scheduled to close in late July after all, rather it could be the fall. A U.S. Postal Service representative serving upstate New York said a proposal to close is available at the post office for public review and comment through Aug. 5. Comments collected through that period will be compiled and reviewed."

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,

A handwritten signature in cursive script, appearing to read "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

ROSEMARY CROUCH
987 STATE HIGHWAY 80
SMYRNA, NY 13464

Dear Postal Service Customer:

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

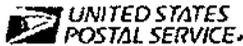
In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about 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 Sherburne postmaster for more information.
- You expressed concern about cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Sherburne Post Office and from the carrier. Special assistance will be provided as needed.
- Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
- You were concerned about the mailboxes being damaged by snowplows. Please contact the Sherburne 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
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/23/2011

SYDNEY AND SALLY COOPER

208 FLAT IRON RD
SMYRNA, NY 13484

Dear Postal Service Customer:

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

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Sherburne Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You questioned office being studied due to a Postmaster vacancy. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes: lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment; stock and supplies on hand, utilities, maintenance; transportation;er operational costs.

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,

A handwritten signature in cursive script that reads "Michelle Krul".

Michelle Krul
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



A. Office

Name: SMYRNA State: NY Zip Code: 13464
Area: NORTHEAST District: ALBANY PFC
Congressional District: 24 County: Chenango
EAS Grade: 13 Finance Number: 357355
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
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085

Date: 08/04/2011
Fax No: (518) 464-7429

... of the business activity and investable in the viability of providing service by alternate means

9. **Concern (No Opinion)**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:**
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern (No Opinion)**
Customers said they would miss the special attention and assistance provided by the personnel at the Smyrna Post Office.
- Response:**
Courteous and helpful service will be provided by personnel of the Sherburne Post Office and from the carrier. Special assistance will be provided as needed.
11. **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 visiting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop online at usps.com or by calling 1-800-STAMP-24.
12. **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.
13. **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 multiple 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 Sherburne postmaster for more information.
14. **Concern (No Opinion)**
Customers were concerned about the mailboxes being damaged by snowplows.
- Response:**
You were concerned about the mailboxes being damaged by snowplows. Please contact the Sherburne postmaster to determine the proper mailbox installation 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 (No Opinion)**
How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier?
- Response:**
You questioned regular and effective service as referenced in the Postal Reorganization Act of 1970. Stamp purchases represent more than 80 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online location service - found at the Locate A Post Office tab at www.usps.com - can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 billion e-mails will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product - stamps - at nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
16. **Concern (No Opinion)**
No Concern
- Response:**
17. **Concern (No Opinion)**
You were concerned about a change of address.
- Response:**
You were concerned about a change of address. Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers wishing 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. ZIP addresses are generally given by the county's 911 coordinator. The Postal Service does not establish ZIP addresses. Any questions concerning your ZIP address should be directed to the county's 911 coordinator.
18. **Concern (Unfavorable)**
Change of address
- Response:**
Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers wishing 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.
19. **Concern (Unfavorable)**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:**
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
20. **Concern (Unfavorable)**
Customers were concerned about having to make an address change on their bank checks and stationery.
- Response:**
Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may develop their current supply of checks and stationery and make the address changes when ordering new supplies.
21. **Concern (Unfavorable)**
Customers were concerned about entering accountable mail and large parcels.
- Response:**
If the customer is less than one-half mile from the office or payee, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away, or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox at a location designated by the

customers to mailboxes and customers to pick up the mail at the Post Office. Customers may pick up the mail at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

22. Concern (Unfavorable):
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed:

- Concern (No Opinion):
1. Customer expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events.
- Response:
You expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events. Many communities that host seasonal events do not have municipal parking. Parking issues are best addressed through an events planning committee.
- Concern (No Opinion):
2. Customers fear the loss of a Post Office would have a detrimental effect on the business community.
- Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- Concern (Unfavorable):
3. Customers expressed concern for loss of community identity.
- Response:
A community's identity derives from the identity and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community Name and ZIP Code in addresses.
- Concern (Unfavorable):
4. Customers were concerned about the loss of a gathering place and an information center.
- Response:
Residents may continue to meet informally socially and share information at other businesses, churches and residences in town.

DOCKET NO. 1381921-13464
ITEM NO. 41
PAGE 1

Date of Posting: 06/04/2011

Posting Round Date:

Date of Removal: 08/05/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1381921 - 13464

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster was reassigned on May 10, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

The Smyrna Post Office, an EAS-13 level, provides service from 08:00 to 12:30 and 13:30 to 16:30 Monday - Friday, 08:00 to 11:00 Saturday and lobby hours of 07:45 to 16:45 on Monday - Friday and 07:45 to 11:30 on Saturday to 89 post office box or general delivery customers and 368 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 31 transaction(s) accounting for 34 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: \$43,051 (112 revenue units) in FY 2008; \$47,549 (124 revenue units) in FY 2009; and \$48,483 (126 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Smyrna Methodist Church, 3 E Main St, Smyrna NY 13464 to answer questions and provide information to customers. 76 customer(s) attended the meeting.

On May 09, 2011, 461 questionnaires were distributed to delivery customers of the Smyrna Post Office. Questionnaires were also available over the counter for retail customers at the Smyrna Post Office. 194 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 65 unfavorable, and 121 expressed no opinion.

A petition supporting the retention of the Smyrna Post Office was received on June 07, 2011, with 312 signatures. If this proposal is implemented, delivery and retail services will be provided by the Sherburne Post Office, an EAS-18 level office. Window service hours at the Sherburne Post Office are from 09:00 to 13:00 and 14:00 to 17:00, Monday through Friday, and 10:00 to 13:00 on Saturday. There are 297 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 parking at Sherburne.
Response: A site study revealed that there is ample parking in a parking lot at Sherburne Post office with a designated entrance and exit verses on street parking at Smyrna.
2. **Concern:** Customer inquired about a locked centralized delivery unit in town.
Response: The Postal Service will consider centralized delivery as an additional alternate access.

Customer suggested the following cost saving ideas for the Postal Service. Look at other ways to make the Postal system viable i.e. Japanese postal system which sells life insurance and performs bank-like functions should be consulted. With modern information technology, the post office could get into the business of providing similar products and much needed micro-credit facilities instead of lugubrious banks. Using the existing postal system infrastructure together with every citizen's social security number and a corresponding individually-numbered treasury account with direct loans into the real economy would ensure a much more sustainable recovery than closing post offices.
3. **Concern:**
Response: The customer r suggestions have been duly noted and added to the official record.
4. **Concern:** Customers asked why their post office was being discontinued while others were retained
Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
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 having to erect a rural mailbox
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 6.0 miles away.
7. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Sherburne 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 Sherburne 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 expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern:** Customers expressed concern that postal employees at the Sherburne Post Office are rude
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
11. **Concern:** Customers 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 Sherburne postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
12. **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 a positive annual savings.
13. **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.
14. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Smyrna Post Office

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

15. **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.

16. **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.

17. **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.

18. **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 Sherburne postmaster for more information.
19. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** Please contact the Sherburne 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.
20. **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.
21. **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.
22. **Concern:** Customer concern about cost of gas to travel to another Post Office.
- Response:** The customer expressed a concern about cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
23. **Concern:** Customer concern about cost of gas to travel to another Post Office.
- Response:** The customer expressed concern about cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
24. **Concern:** Customer expressed a concern about old-fashioned country store in town near Post Office.
- Response:** Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
25. **Concern:** Customer expressed concern over those customers living in poverty, those without internet access.

Response:

The customer expressed concern over those customers living in poverty, those without internet access. Demographics have been studied. 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. For those who do not have/use a computer call 1-800 ASK USPS to get mailing prices, change of address, track and confirm, hold mail requests, request redelivery, delivery assistance, find hours and locations, get a zip code, passport information, and buy stamps.

26. Concern:

Customer questioned office being studied due to a Postmaster vacancy.

Response:

The customer questioned office being studied due to a Postmaster vacancy. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes: lease; salaries and benefits; replacement pay when there is an absence; training hours; equipment; stock and supplies on hand; utilities; maintenance; transportation; operational costs.

27. Concern:

Customer stated that closing the Post Office will drive customers to UPS or Fed Ex.

Response:

The customer indicated that closing the Post Office will drive customers to UPS or Fed Ex. Adapting to changes in the communication landscape is not new. By the beginning of the 20th century, there were 76,945 Post Offices, one for about every thousand residents, in our growing nation. In 1902, however, Congress extended free delivery to rural areas. That meant it was no longer necessary for patrons to visit an office to send or pick up mail. Today, there are about 31,800 post offices that provide retail and delivery services to customers nationwide. While we have seen more competition in the package delivery system over time, the largest change for us comes with the internet. A December 2010 Pew Research survey indicates that 77 percent of adult Americans regularly use the internet, with 66 percent making purchases and 58 doing banking online. These trends continue to significantly change the amount of mail that the Postal Service processes, as evident by a decline of 4.5 percent in mail volume in the past year. In package delivery, we continue to work with some of our competitors to round out the services we all provide. For example, we partner with both FedEx and UPS to provide essential parcel return services that allow customers to return items to participating retailers. We work closely with FedEx as a partner in air transport of time-sensitive packages and cargo, which keeps our prices in line and attractive for new users. And, as Congress allows us greater flexibility in developing products, we are aggressively marketing new products — like the Flat Rate Priority Mail package — that sends more business our

28. Concern:

Customer submitted an article which appeared on the front page of the Norwich Evening Sun. Two of the items in the article were misrepresented, specifically, "on June 4, state officials posted a notice at the post office that services would stop in 60 days." and "Smyrna Post Office will most likely close the week of July 25."

Response:

The customer submitted an article which appeared on the front page of the Norwich Evening Sun. Two of the items in the article were misrepresented, specifically, "on June 4, state officials posted a notice at the post office that services would stop in 60 days." and "Smyrna Post Office will most likely close the week of July 25." The article was forwarded to the USPS public affairs specialist. Upon notification, the corrections were noted on June 23, 2011, as follows: "The Smyrna Post Office is not scheduled to close in late July after all, rather it could be the fall. A U.S. Postal Service representative serving upstate New York said a proposal to close is available at the post office for public review and comment through Aug. 5. Comments collected through that period will be compiled and reviewed."

29. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
- Response:** Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
30. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
31. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.
- Response:** Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
32. **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. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
33. **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.
34. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
35. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or 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 Sherburne postmaster for more information.
36. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows.
- Response:** The customer were concerned about the mailboxes being damaged by snowplows. Please contact the Sherburne 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.

37. **Concern:** How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier?
- Response:** The customer questioned regular and effective service as referenced in the Postal Reorganization Act of 1970. Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com -- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
38. **Concern:** You were concerned about a change of address.
- Response:** The customer were concerned about a change of address. Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
39. **Concern:** Customers expressed a concern about leaving money in the mailbox
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has been 5 instances reported of mail theft or vandalism in the area. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
40. **Concern:** Customers felt the cost of postage was increasing while service was decreasing
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
41. **Concern:** Residents have been bringing their newspapers to the Smyrna PO for recycling which brings in revenue for the PO. Now you are telling us that you are looking at closing the PO down and moving us into Sherburne.
- Response:** The customer 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 a positive annual savings.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Smyrna is an unincorporated community located in Chenango County. The community is administered politically by Village Mayor. Police protection is provided by the Chenango County Sheriff's. Fire protection is provided by the Smyrna Fire Department. The community is comprised of retirees, 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 Smyrna Post Office will be available at the Sherburne Post Office. Government forms normally provided by the Post Office will also be available at the Sherburne Post Office or by contacting your local government agency.

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

1. **Concern:** Customer expressed a concern about old-fashioned country store in town near Post Office.
Response: Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.
Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
3. **Concern:** Customers expressed concern for loss of community identity
Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community.
Response: Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
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.

6. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

7. **Concern:**

Customer expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events.

Response:

The customer expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events. Many communities that host seasonal events do not have municipal parking. Parking issues are best addressed through an events planning committee.

7. **Concern:**

Concerned that the Postal Service was shifting the financial burden and expense to the rural community.

Response:

The Postal Service is looking to provide regular and effective service through alternate access.

8. **Concern:**

Customers were concerned about growth in the community

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

9. **Concern:**

There is no high speed internet or Cell service in this community

Response:

Concern duly noted in the official record.

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 reassigned on May 10, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,166 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 8,900</u>
Total Annual Costs	\$ 57,469
Less Annual Cost of Replacement Service	<u>- \$ 20,303</u>
Total Annual Savings	<u>\$ 37,166</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

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

The postmaster was reassigned on May 10, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Smyrna Post Office provided delivery and retail service to 89 PO Box or general delivery customers and 368 delivery route customers. The daily retail window transactions averaged 31. There are no permit mailers or postage meter customers.

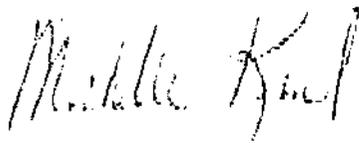
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$37,166 annually. A disadvantage 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 Smyrna Post Office and Sherburne Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



MICHELLE KRUL
Manager, Post Office Operations

06/04/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 08-04-2011																								
2. Post Office Name SMYRNA		3. State and ZIP + 4 Code NY 13464-0998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Chenango	7. Congressional District 24																									
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		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was reassigned Occurred 05/10/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (EAS) Downgraded from EAS-13 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 1 No of Non-Career- 0		a. Time M-F 08:00 to 12:30 and 13:30 to 16:30 Sat 08:00 to 11:00 Total Window Hours Per Week b. Lobby Time M-F 07:45 to 16:45 Sat 07:45 to 11:30 40.50																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 89 c. City Delivery 0 d. Rural Delivery 368 e. Highway Contract Route Box 0 f. Total 457 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 30.50		<table border="1"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>1,083</td> <td>164</td> </tr> <tr> <td>b. Newspaper</td> <td>400</td> <td>20</td> </tr> <tr> <td>c. Parcel</td> <td>27</td> <td>4</td> </tr> <tr> <td>d. Other</td> <td>1</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>1,511</td> <td>188</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	1,083	164	b. Newspaper	400	20	c. Parcel	27	4	d. Other	1	0	e. Total	1,511	188	f. No. of Postage Meters		0	g. No. of Permits		0
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g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 43,951 \$ 47,549 \$ 48,483	b. EAS Step 1 PM Basic Salary (no Cost) \$ 96381	c. PM Fringe Benefits (33.5% of b.) \$ 12,188																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2014 Annual Lease \$ 8500 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
15b. Explain Building appears to be shared by apartments. Alternate service through Sherburne Post Office																												
17. Schools, Churches and Organization in Service Area: No: 7 Smyrna Library, United Methodist Church, Baptist Church, Fire House, Village Office, Town Hall, Town Highway Dept.		19. Administrative/Emanating Office (Proposed): Name SHERBURNE EAS Level 18 Miles Away 6.0 Window Service Hours: M-F 09:00 to 13:00 and SAT 10:00 to 13:00 Lobby Hours: M-F 06:45 to 17:30 SAT 06:45 to 13:30 PO Boxes Available: 297																										
18. Businesses in Service Area: No: 4 Smyrna Market, Cippengers Law Office, Bailey's Saw Mill, Garage (Auto Repair)		20. Nearest Post Office (if different from above): Name SHERBURNE EAS Level 16 Miles Away 6.0 Window Service Hours: M-F 09:00 to 17:00 SAT 10:00 to 13:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title MADINE TREMBLAY		Signature MADINE TREMBLAY		Telephone No. AC U (518) 452-4085																								
PO Discontinuance Coordinator Name MADINE TREMBLAY		Telephone No. AC U (518) 452-4085	Location ALBANY, NY																									



08/05/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
SMYRNA
Docket Number 1381921 - 13464

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

A handwritten signature in black ink, appearing to read "E. Phelan". The signature is stylized and somewhat cursive.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	SMYRNA, NY, 13464-9998
EAS Level:	13
District:	ALBANY PFC
County:	CHENANGO
Congressional District:	24
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was reassigned
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	39
General Delivery:	0
Rural Route:	368
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	457

Date	Action
	Office suspended. Reason suspended: Suspension notice sent to Headquarters.
05/10/2008	Postmaster vacancy occurred. Reason: was reassigned OIC: Career: 1 Noncareer: 0 Other Employees: 1
02/29/2011	District manager authorization to study.
05/09/2011	Questionnaires sent to customers. Number sent: 461 Number Returned: 194 Analysis: Favorable 8 Unfavorable 65 No Opinion 121
06/07/2011	Petition received. Number of signatures: 312 Concerns expressed: We, the citizens and customers of the Smyrna Post Office hereby protest any change in the present status of our post office. It is our desire to retain our post office at its present status, a United States Post Office operated by a postmaster and/or career postal employees. We have many concerns, among them the security and safety of our mail, and the cost and inconvenience of your proposed changes in delivering and sending mail, particularly accountable mail. We are especially concerned about the effect on the purchase of postal money orders, which are widely used here in this community with no bank. We also fear the abuses possible through a contract mail station. The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not financially self-sustaining. We do not believe your proposals meet these criteria. Sincerely, Customers of the Smyrna NY Post Office.
08/03/2011	Congressional inquiry received Yes Concerns expressed Request to reconsider plans to close the Smyrna Post Office. Concerned that closure will present significant challenges to the local economy and cause a disruption to the employees of the post office and the citizens of Smyrna.
05/26/2011	Proposal and checklist sent to district for review.
05/26/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/26/2011	Proposal and invitation for comments posted and round-dated.
06/03/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 8 No Opinion 4 12
None	Premature PRC appeal received. Concerns expressed
08/04/2011	Updated PS Form 4920 completed (if necessary).
08/05/2011	Certification of the official record.
08/08/2011	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.
09/09/2011	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.
09/23/2011	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

(518) 452-4085

Name/Title

NADINE TREMBLAY
District Post Office Review Coordinator

Telephone Number

(518) 452-4085
Telephone Number



08/08/2011

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 Smyrna 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.

A handwritten signature in black ink, appearing to read "Edward Phelan", written over a faint, illegible stamp or background.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqsopps.usps.gov/public/dis/4B/P1381921.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 SMYRNA 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 a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1381921-13464
ITEM NO. 47
PAGE 1

Date of Posting: 09/09/2011

Date of Removal: 10/11/2011

FINAL DETERMINATION TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

DOCKET NO. 1381921-13464

ITEM NO. 47

PAGE 2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Smyrna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Sherburne Post Office, located six miles away.

The postmaster position became vacant when the postmaster was reassigned on May 10, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

The Smyrna Post Office, an EAS-13 level, provides service from 08:00 to 12:30 and 13:30 to 16:30 Monday - Friday, 08:00 to 11:00 Saturday and lobby hours of 07:45 to 16:45 on Monday - Friday and 07:45 to 11:30 on Saturday to 89 post office box or general delivery customers and 388 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 31 transaction(s) accounting for 34 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 \$43,051 (112 revenue units) in FY 2008; \$47,549 (124 revenue units) in FY 2009; and \$48,483 (125 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 19, 2011, representatives from the Postal Service were available at Smyrna Methodist Church, 3 E. Main St, Smyrna NY 13464 to answer questions and provide information to customers. 76 customer(s) attended the meeting.

On May 09, 2011, 461 questionnaires were distributed to delivery customers of the Smyrna Post Office. Questionnaires were also available over the counter for retail customers at the Smyrna Post Office. 194 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 65 unfavorable, and 121 expressed no opinion.

One congressional inquiry was received on August 03, 2011.

A petition supporting the retention of the Smyrna Post Office was received on June 07, 2011, with 312 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Sherburne Post Office, an EAS-18 level office. Window service hours at the Sherburne Post Office are from 09:00 to 13:00 and 14:00 to 17:00, Monday through Friday, and 10:00 to 13:00 on Saturday. There are 297 post office boxes available.

The proposal to close the Smyrna Post Office was posted with an invitation for comment at the Smyrna Post Office and Sherburne Post Office from June 04, 2011 to August 05, 2011. The following additional concerns were received during the proposal posting period.

1. **Concern:** Customer expressed a concern about parking at Sherburne
Response: A site study revealed that there is ample parking in a parking lot at Sherburne Post office with a designated entrance and exit verses on street parking at Smyrna.
2. **Concern:** Customer inquired about a locked centralized delivery unit in town.
Response: The Postal Service will consider centralized delivery as an additional alternate access.

Customer suggested the following cost saving ideas for the Postal Service. Look at other ways to make the Postal system viable i.e. Japanese postal system which sells life insurance and performs bank-like functions should be consulted. With modern information technology, the post office could get into the business of providing similar products and much needed micro-credit facilities instead of lugubrious banks. Using the existing postal system infrastructure together with every citizen's social security number and a corresponding individually-numbered treasury account with direct loans into the real economy would ensure a much more sustainable recovery than closing post offices.
3. **Concern:**
Response: The customer's suggestions have been duly noted and added to the official record.
4. **Concern:** Customers asked why their post office was being discontinued while others were retained
Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

DOCKET NO. 1381921-13464

ITEM NO. 47

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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 having to erect a rural mailbox
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Sherburne Post Office located 5.0 miles away.
7. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Sherburne 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 Sherburne 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 expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern:** Customers expressed concern that postal employees at the Sherburne Post Office are rude
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
11. **Concern:** Customers 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 Sherburne postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
12. **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.
13. **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.

DOCKET NO. 1381921-13464

ITEM NO. 47

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14. Concern: Customers said they would miss the special attention and assistance provided by the personnel at the Smyrna Post Office

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

15. 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.

16. 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.

17. 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.

18. Concern: Customers were concerned about senior citizens

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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 Sherburne postmaster for more information.

19. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** Please contact the Sherburne 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.
20. **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.
21. **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.
22. **Concern:** Customer concern about cost of gas to travel to another Post Office.
- Response:** The customer expressed a concern about cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
23. **Concern:** Customer concern about cost of gas to travel to another Post Office.
- Response:** The customer expressed concern about cost of gas to travel to another Post Office. With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
24. **Concern:** Customer expressed a concern about old-fashioned country store in town near Post Office.
- Response:** Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
25. **Concern:** Customer expressed concern over those customers living in poverty those without internet access.

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The customer expressed concern over those customers living in poverty, those without internet access. Demographics have been studied. 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. For those who do not have/use a computer call 1-800 ASK USPS to get mailing prices, change of address, track and confirm, hold mail requests, request redelivery, delivery assistance, find hours and locations, get a zip code, passport information, and buy stamps.

26. Concern:

Customer questioned office being studied due to a Postmaster vacancy.

Response:

The customer questioned office being studied due to a Postmaster vacancy. The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment; stock and supplies on hand; utilities; maintenance transportation; operational costs.

27. Concern:

Customer stated that closing the Post Office will drive customers to UPS or Fed Ex.

Response:

The customer indicated that closing the Post Office will drive customers to UPS or Fed Ex. Adapting to changes in the communication landscape is not new. By the beginning of the 20th century, there were 76,945 Post Offices, one for about every thousand residents, in our growing nation. In 1902, however, Congress extended free delivery to rural areas. That meant it was no longer necessary for patrons to visit an office to send or pick up mail. Today, there are about 31,600 post offices that provide retail and delivery services to customers nationwide. While we have seen more competition in the package delivery system over time, the largest change for us comes with the internet. A December 2010 Pew Research survey indicates that 77 percent of adult Americans regularly use the internet, with 66 percent making purchases and 56 doing banking online. These trends continue to significantly change the amount of mail that the Postal Service processes, as evident by a decline of 4.5 percent in mail volume in the past year. In package delivery, we continue to work with some of our competitors to round out the services we all provide. For example, we partner with both FedEx and UPS to provide essential parcel return services that allow customers to return items to participating retailers. We work closely with FedEx as a partner in air transport of time-sensitive packages and cargo which keeps our prices in line and attractive for new users. And, as Congress allows us greater flexibility in developing products, we are aggressively marketing new products — like the Flat Rate Priority Mail package — that sends more business our

26. Concern:

Customer submitted an article which appeared on the front page of the Norwich Evening Sun. Two of the items in the article were misrepresented, specifically, "on June 4, state officials posted a notice at the post office that services would stop in 60 days." and "Smyrna Post Office will most likely close the week of July 25."

Response:

The customer submitted an article which appeared on the front page of the Norwich Evening Sun. Two of the items in the article were misrepresented, specifically, "on June 4, state officials posted a notice at the post office that services would stop in 60 days." and "Smyrna Post Office will most likely close the week of July 25." The article was forwarded to the USPS public affairs specialist. Upon notification, the corrections were noted on June 23, 2011, as follows "The Smyrna Post Office is not scheduled to close in late July after all, rather it could be the fall. A U.S. Postal Service representative serving upstate New York said a proposal to close is available at the post office for public review and comment through Aug. 5. Comments collected through that period will be compiled and reviewed."

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29. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
- Response:** Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
30. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
31. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.
- Response:** Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
32. **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. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
33. **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.
34. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
35. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or 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 Sherburne postmaster for more information.
36. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows.
- Response:** The customer were concerned about the mailboxes being damaged by snowplows. Please contact the Sherburne 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.

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37. Concern:

How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier??"

Response:

The customer questioned regular and effective service as referenced in the Postal Reorganization Act of 1970. Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com -- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

38. Concern:

You were concerned about a change of address.

Response:

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

39. Concern:

Customers expressed a concern about leaving money in the mailbox

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has been 5 instances reported of mail theft or vandalism in the area. Customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

40. Concern:

Customers felt the cost of postage was increasing while service was decreasing

Response:

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

41. Concern:

Residents have been bringing their newspapers to the Smyrna PO for recycling which brings in revenue for the PO. Now you are telling us that you are looking at closing the PO down and moving us into Sherburne.

Response:

The customer 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

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

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Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Smyrna is an unincorporated community located in CHENANGO County. The community is administered politically by Village Mayor. Police protection is provided by the Chenango County Sheriffs. Fire protection is provided by the Smyrna Fire Department. The community is comprised of retirees, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Smyrna Library, United Methodist Church, Baptist Church, Fire House, Village Office, Town Hall, Town Highway Dept., Smyrna Market, Clippingers Law Office, Bailey's Saw Mill, Garage-(Auto Repair). Residents may travel to nearby communities for other supplies and services.

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

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

1. **Concern:** Customer expressed a concern about old-fashioned country store in town near Post Office.

Response: Customer contact was made on 05/25/2011, to get more information about store for possible consideration as a Village Post Office.
2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
3. **Concern:** Customers expressed concern for loss of community identity

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Smyrna Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the Smyrna community. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
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.
6. **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

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7. Concern:

Customer expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events.

Response:

The customer expressed a concern that mailboxes along Route 80 (Main St) would interfere with parking for community events such as the summer Monday night band concerts and famous chicken BBQ's, stating attendees park a quarter mile in each direction from the center of the village for both types of events. Many communities that host seasonal events do not have municipal parking. Parking issues are best addressed through an events planning committee.

8. Concern:

Concerned that the Postal Service was shifting the financial burden and expense to the rural community.

Response:

The Postal Service is looking to provide regular and effective service through alternate access.

9. Concern:

Customers were concerned about growth in the community

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

10. Concern:

There is no high speed internet or Cell service in this community

Response:

Concern duly noted in the official record.

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 reassigned on May 10, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,166 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 8,900</u>
Total Annual Costs	\$ 57,469
Less Annual Cost of Replacement Service	<u>- \$ 20,303</u>
Total Annual Savings	<u>\$ 37,166</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

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This is the final determination to close the Smyrna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Sherburne Post Office, located six miles away.

The postmaster was reassigned on May 10, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Smyrna Post Office provided delivery and retail service to 89 PO Box or general delivery customers and 368 delivery route customers. The daily retail window transactions averaged 31. 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 \$37,166 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 Smyrna Post Office and Sherburne Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Smyrna 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 Smyrna Post Office and Sherburne Post Office during normal office hours.



09/07/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date



09/09/2011

OFFICER-IN-CHARGE/POSTMASTER
Smyrna Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Smyrna Post Office Final Determination
Docket No. 1381921 - 13464

Please post in the lobby the enclosed final determination to close the Smyrna Post Office. The final determination must be posted in a prominent place from 09/09/2011 through close of business on 10/11/2011. 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 10/12/2011.

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,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

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 ITEM NO. 49
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Date of Posting: 09/09/2011

Date of Removal: 10/11/2011

FINAL DETERMINATION TO CLOSE
 THE SMYRNA, NY POST OFFICE
 AND EXTEND
 SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

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ITEM NO. 49
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Date of Posting: 09/09/2011

Date of Removal: 10/11/2011

FINAL DETERMINATION TO CLOSE
THE SMYRNA, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1381921 - 13464

Postal Bulletin Post Office Change Announcement Form Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 09/09/2011

Date removed: 10/11/2011

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: SMYRNA, NY

ZIP Code: 13464-9998 Finance no: 357855

County: CHENANGO

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: SHERBURNE

ZIP Code: 13460-9998 Finance no: 357695

County: CHENANGO

Original name retained? Yes (X) No ()

New last line of customer address is:

SMYRNA NY, 13464

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.



09/23/2011

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
SMYRNA, 13464-9998 Docket No. 1381921 - 13464

This is to advise you that an appeal to the final determination to discontinue the SMYRNA 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